**FIG. 1**

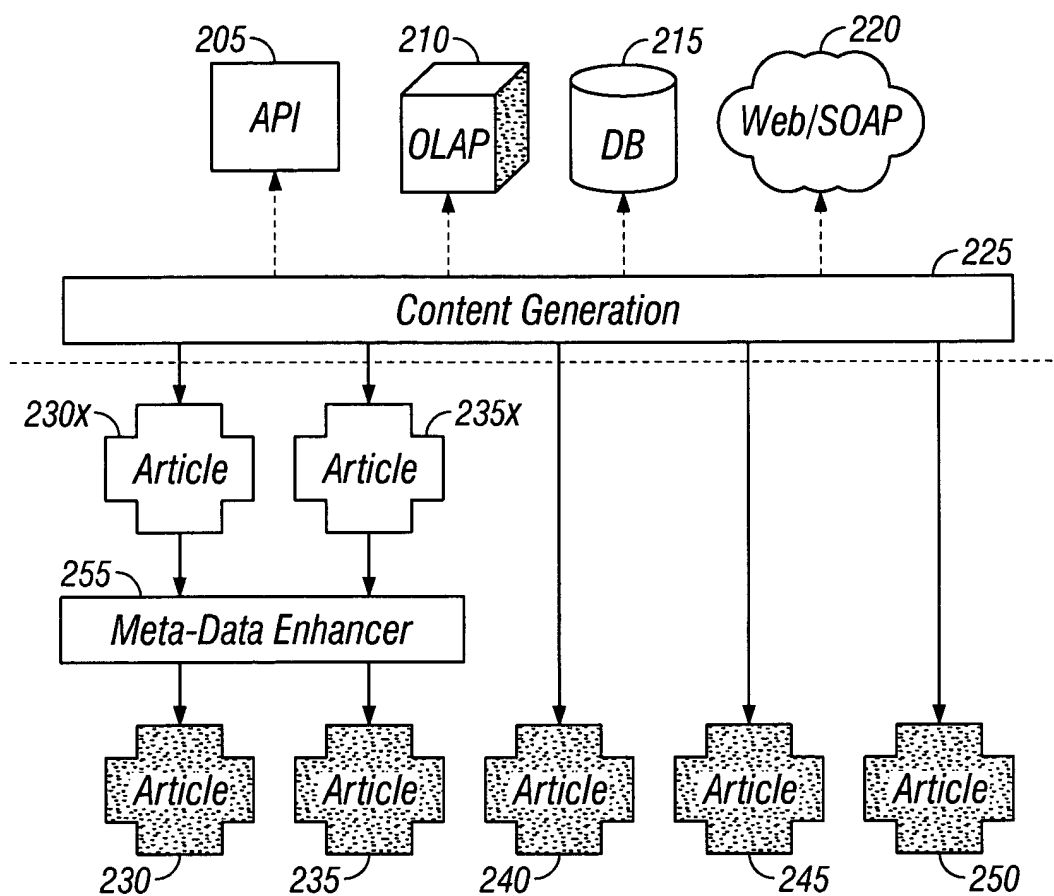
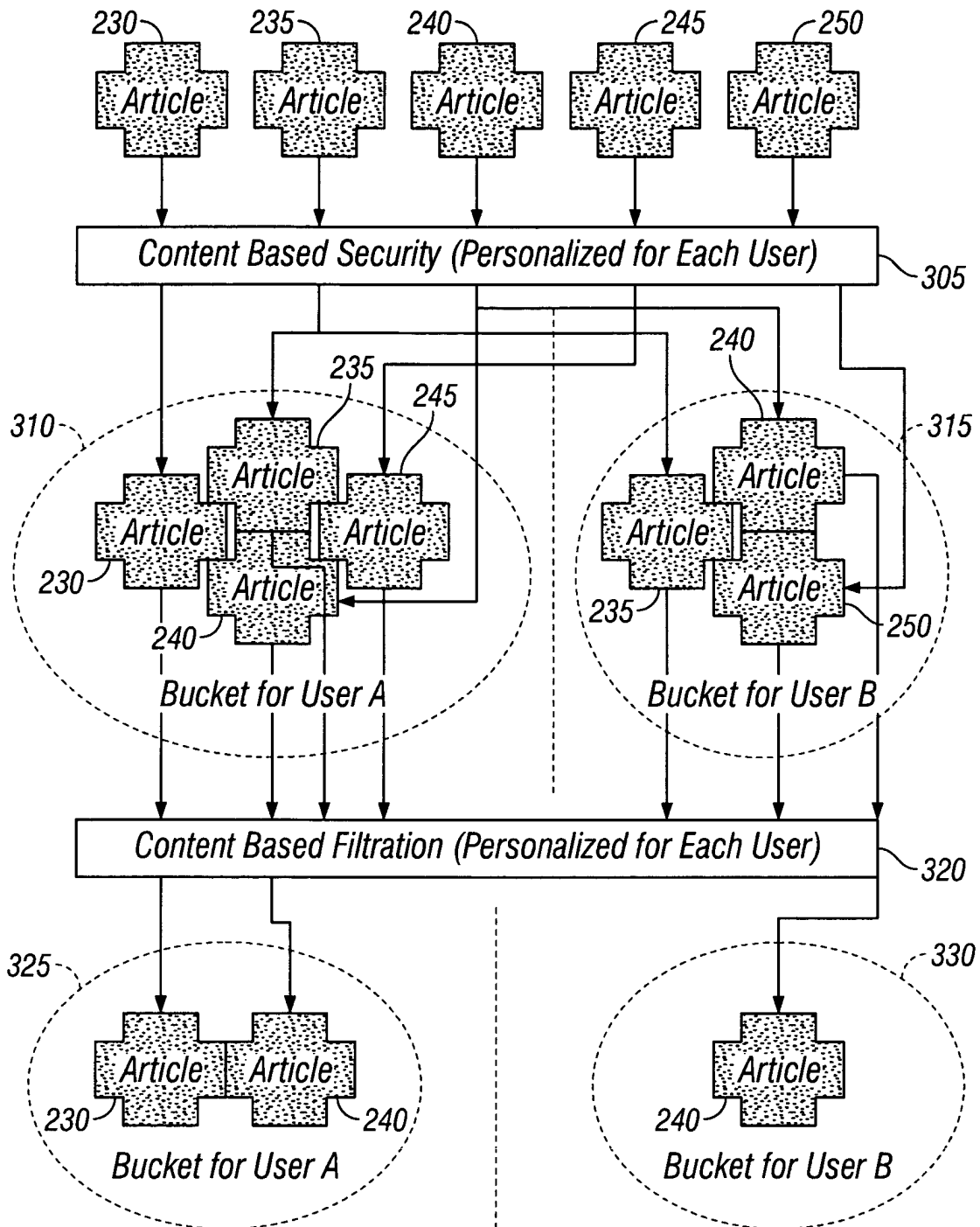


FIG. 2

**FIG. 3**

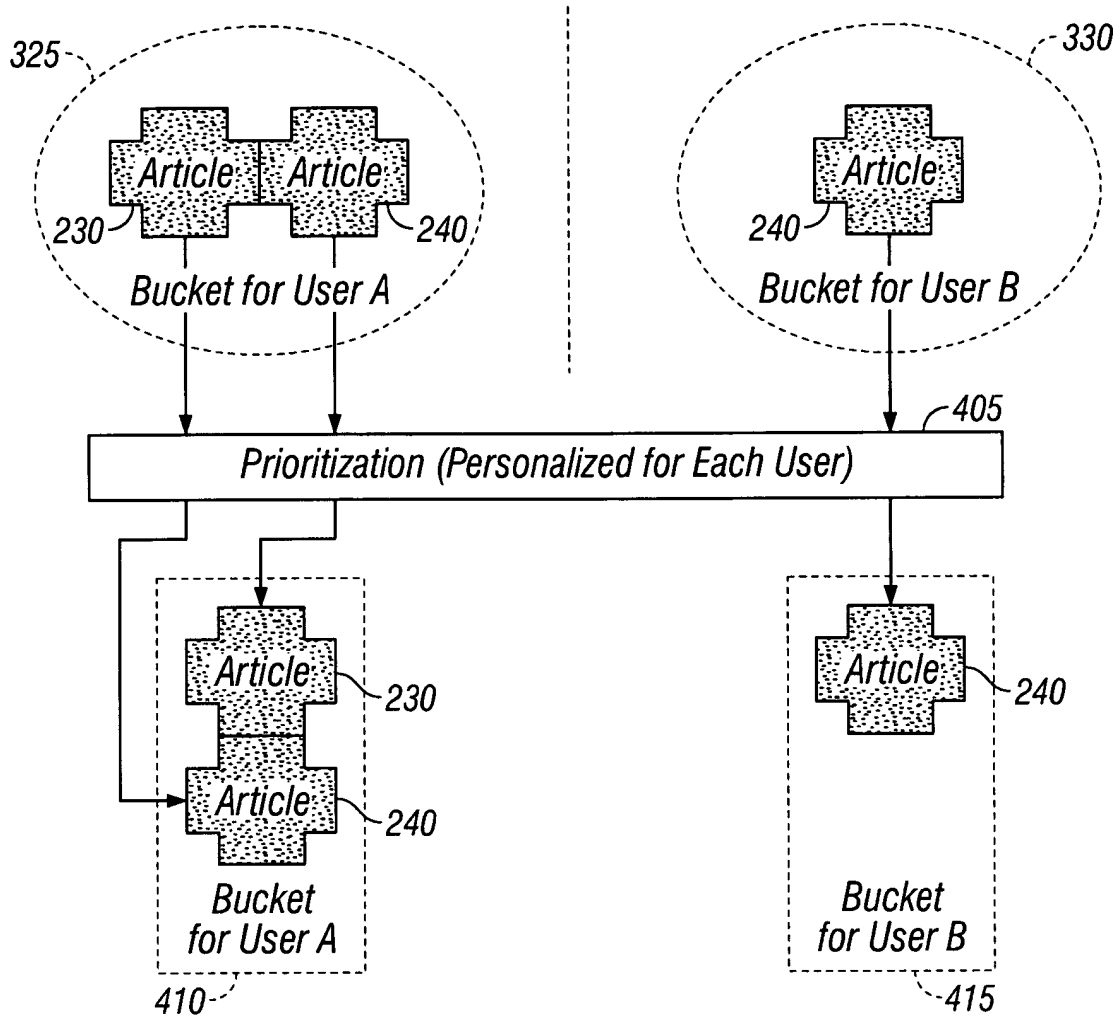
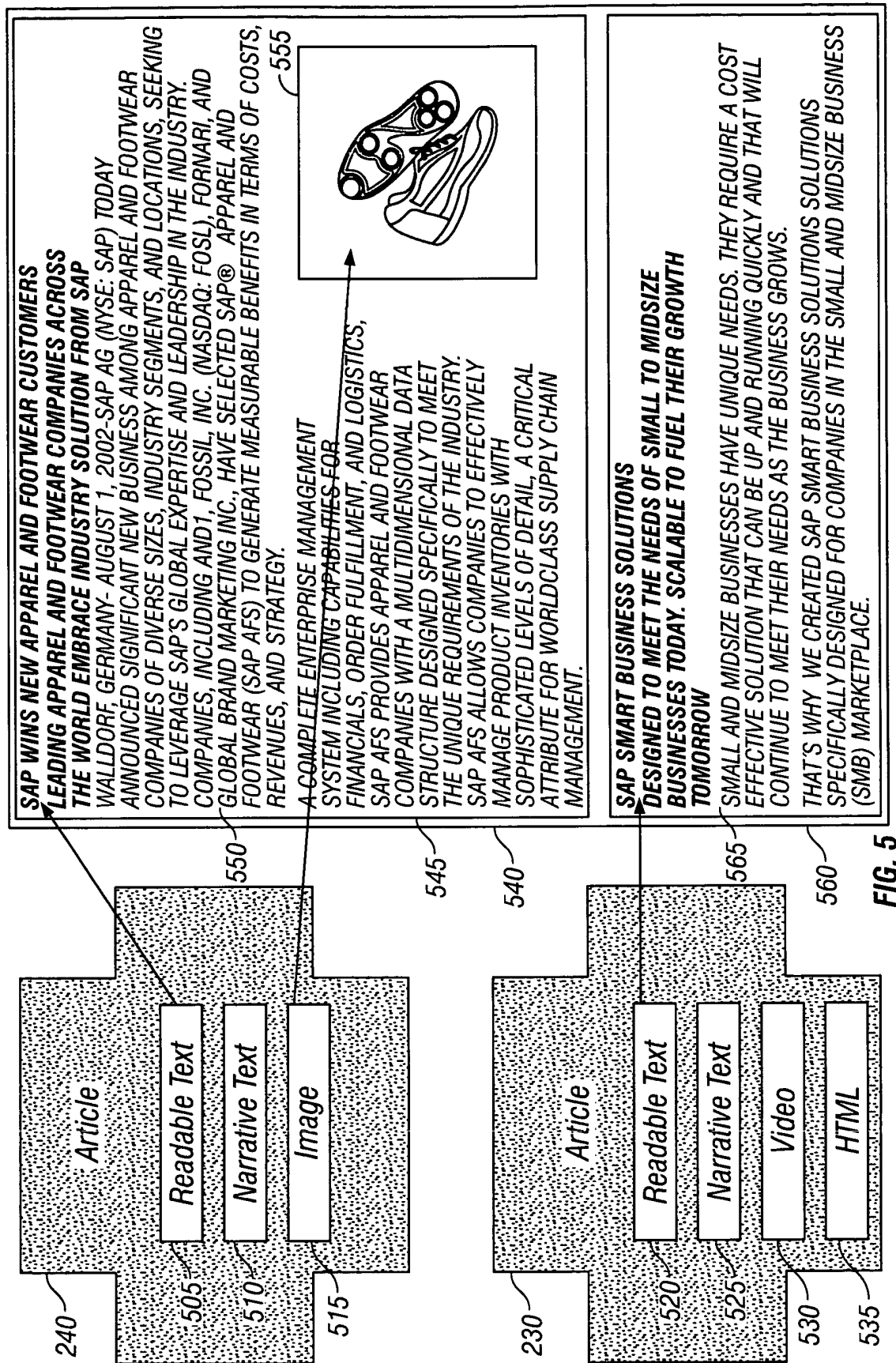
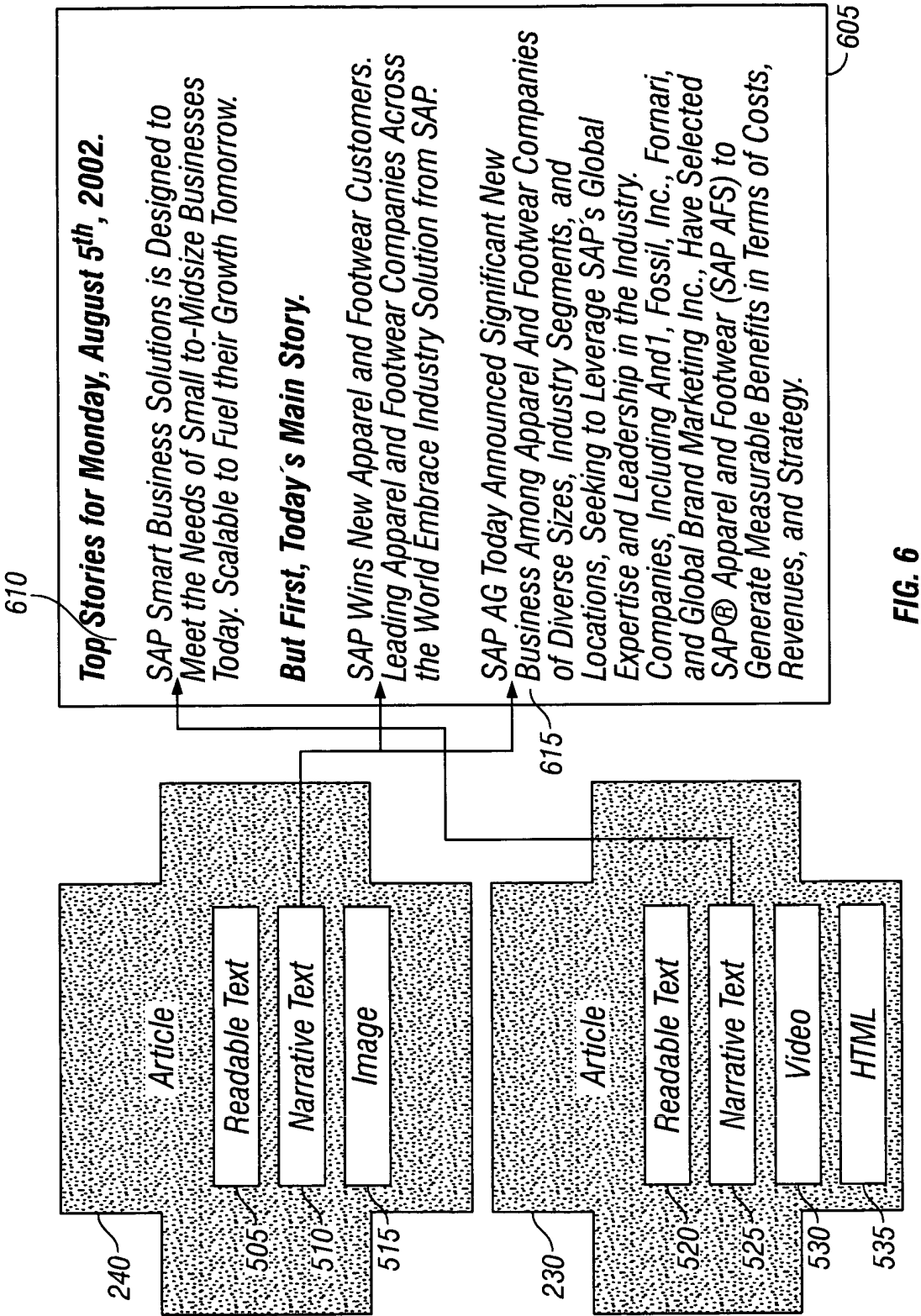


FIG. 4





```

<Article>
  <Time>2002 -04- 24 15:02</Time>
  <Importance>Normal</Importance>
  <Author>agent@food4all.com</Author>
  <Content Type= " text/narrative " >
    <Headline>
      Four of our top customers in the Eastern Region have pending complaints.
    </Headline>
    <Details>
      Wacky Foods,
      My Muffin Ltd with $4M of annual sales have 1; Breads R Us with $1M of annual sales have 3; and Have Your Cake, Inc with $850K of annual sales have 2. The complaints KPI is at 88.7M
    </Details>
  </Content>
  <Content Type= " text/html " >
    <Headline>
      Pending Support Complaints for Top Customers in Eastern Region
    </Headline>
    <Html>
      <table>
        <tr>
          <th data-cs="3" data-kind="parent">Top Customers of Eastern Region - Pending Complaints</th>
          <th data-kind="ghost"></th>
          <th data-kind="ghost"></th>
        <tr>
          <th>Customer</th>
          <th>Sales Vol</th>
          <th>Complaints</th>
        <tr>
          <td>Wacky Foods</td>
          <td>$10M</td>
          <td>8</td>
        <tr>
          <td>My Muffins Ltd</td>
          <td>$4M</td>
          <td>1</td>
        <tr>
          <td>Breads R Us</td>
          <td>$1M</td>
          <td>3</td>
        <tr>
          <td>Have Your Cake Inc</td>
          <td>$850K</td>
          <td>2</td>
        <tr>
          <td data-cs="2" data-kind="parent">Complaints KPI</td>
          <td data-kind="ghost"></td>
          <td>88.7M</td>
        </tr>
      </table>
    </Html>
  </Content>
  < DiscussionObjects >
    <Object Class= " BizPartner " Key= " Wacky Foods " />
    <Object Class= " BizPartner " Key= " My Muffins Ltd " />
    <Object Class= " BizPartner " Key= " Breads R Us " />
    <Object Class= " BizPartner " Key= " Have Your Cake Inc " />
    <Object Class= " Region " Key= " Eastern " />
    <Object Class= " SecurityRealm " Key= " Sales Numbers " />
  </DiscussionObjects>
</Article>

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FIG. 7

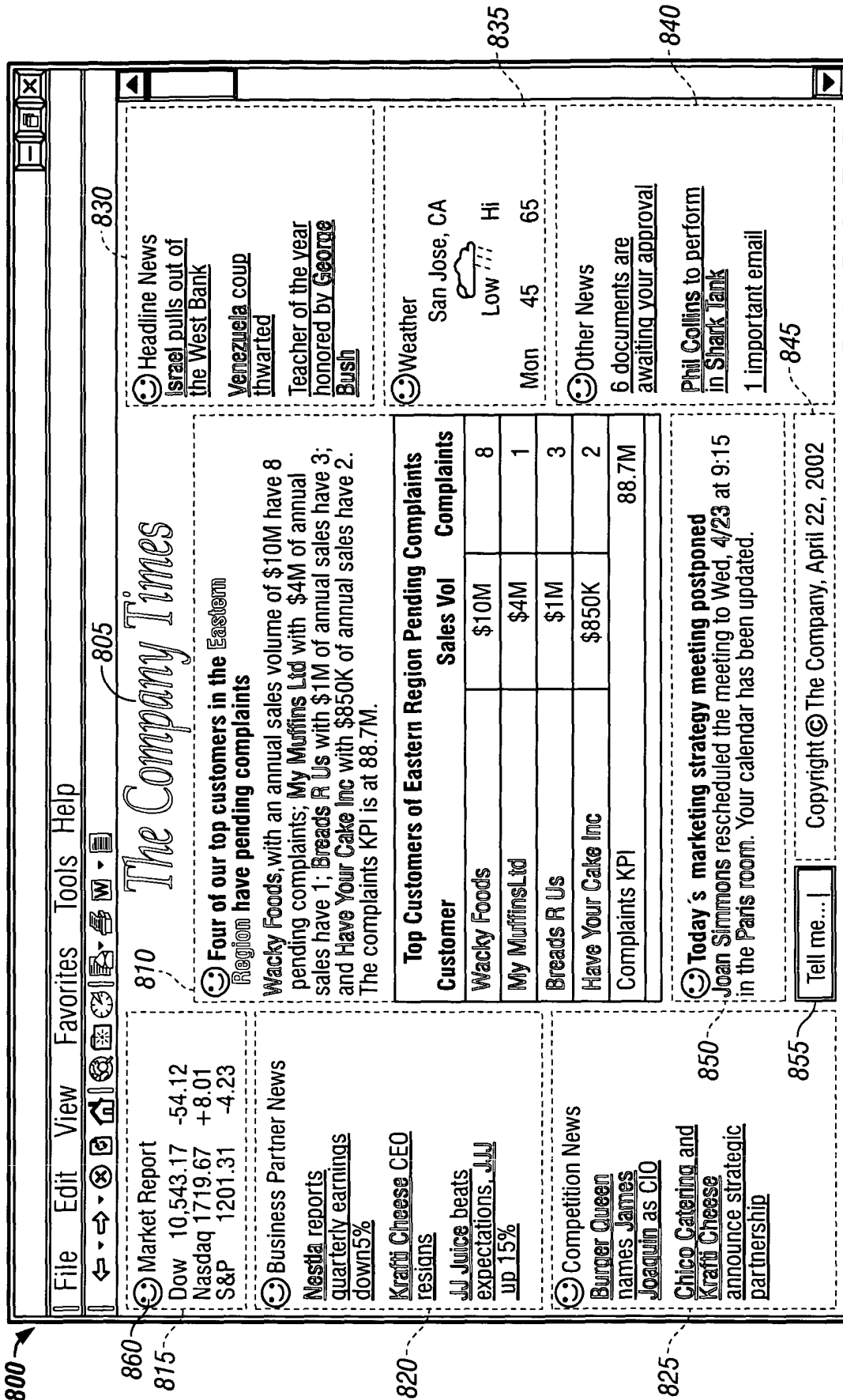


FIG. 8

905

<i>Never Tell me about Krafti Cheese</i> <i>Tell me Everything about Krafti Cheese</i>	
<i>Krafti Cheese is Important to me</i> <i>Krafti Cheese is not Important to me</i>	
<i>Postpone Articles about Krafti Cheese ▸</i>	<i>Tomorrow</i> <i>Tue</i> <i>Wed</i> <i>Thu</i> <i>Fri</i>
<i>Advanced...</i>	<i>1 Week</i> <i>2 Weeks</i> <i>1 Month</i> <i>1 Quarter</i>

910

FIG. 9

1005

Acknowledge	
Never show me Market Report Always show me Market Report	
Market Report is Important to me Market Report is not Important to me	
Postpone Market Report ▸	1010
Advanced...	Tomorrow Tue Wed Thu Fri
	1 Week 2 Weeks 1 Month 1 Quarter

FIG. 10



FIG. 11

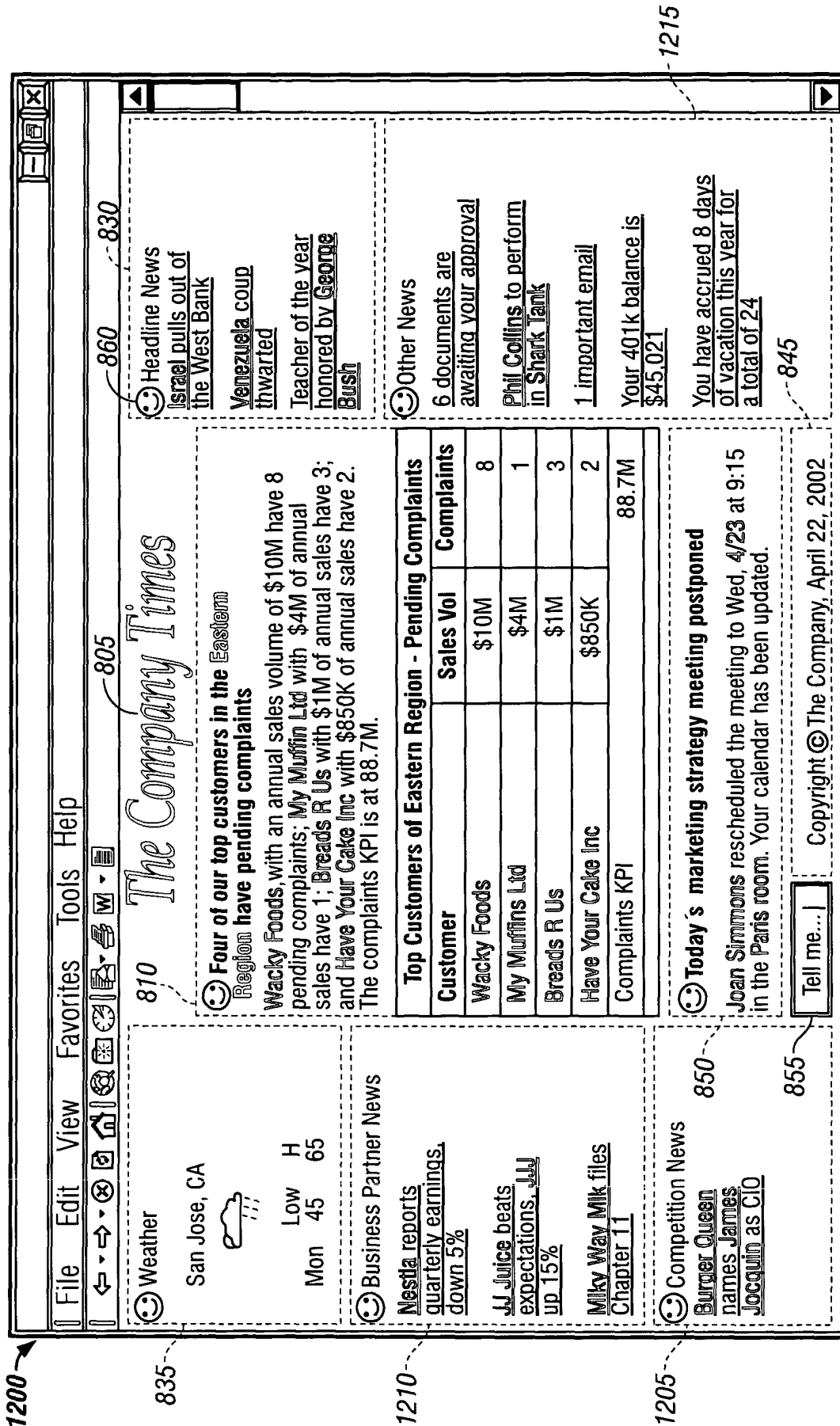


FIG. 12

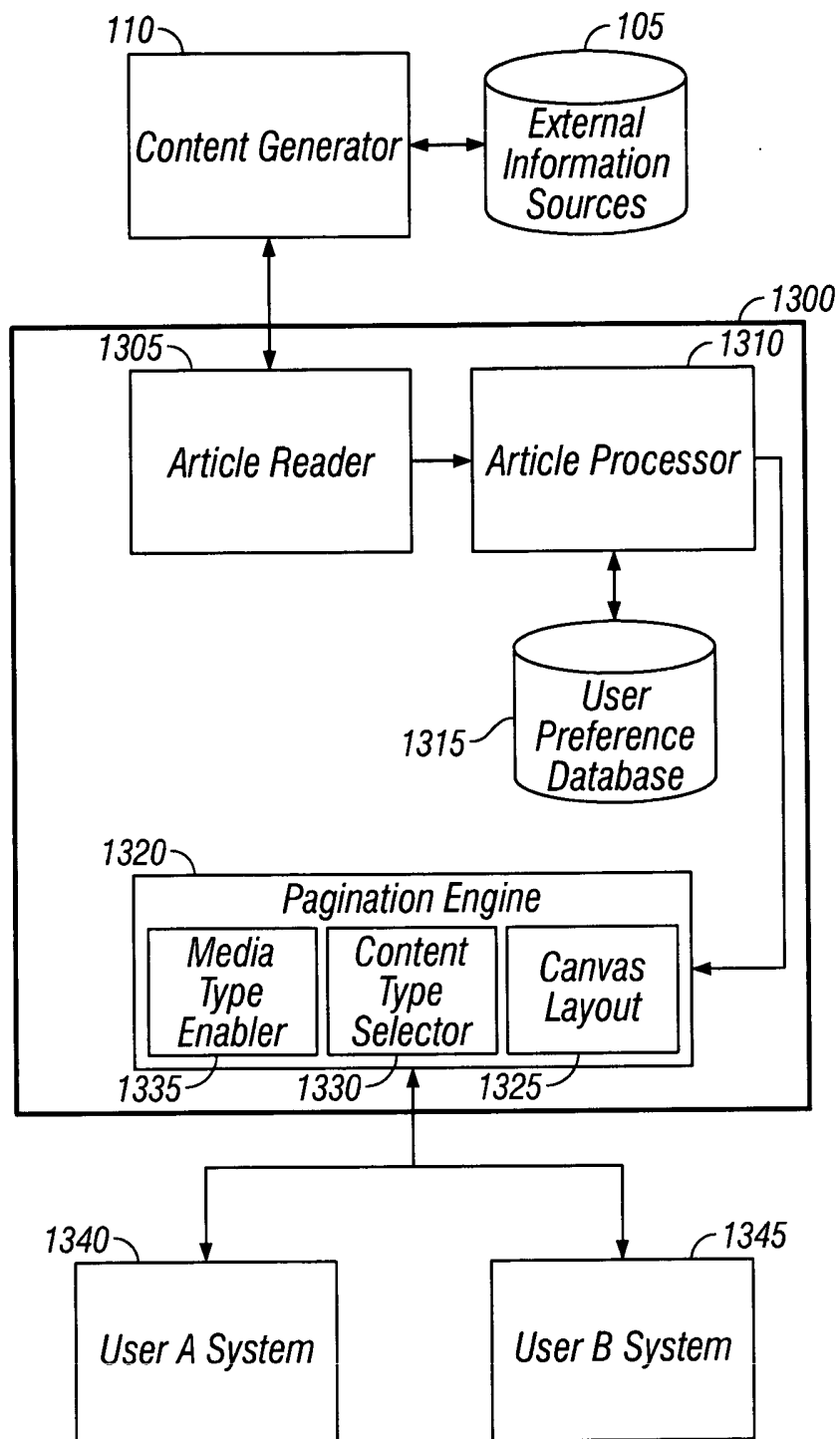


FIG. 13

```

<Article>
<Time>2002-04-24 15:02</Time>
<Importance>Normal</Importance>
<Author>agent@food4all.com</Author>
<Content Type="text/narrative">
<Headline>
Four of our top customers in the Eastern Region have pending complaints.
</Headline>
<Details>
Wacky Foods, with an annual sales volume of $10M have 8 pending complaints;
My Muffin Ltd with $4M of annual sales have 1; Breads R Us with $1M of
annual sales have 3; and Have Your Cake, Inc with $850K of annual sales
have 2. The complaints KPI is at 88.7M
</Details>
</Content>
<Content Type="text/html">
<Headline>
Pending Support Complaints for Top Customers in Eastern Region
</Headline>
<Html>


| Customer           | Sales Vol | Complaints |
|--------------------|-----------|------------|
| Wacky Foods        | \$10M     | 8          |
| My Muffins Ltd     | \$4M      | 1          |
| Breads R Us        | \$1M      | 3          |
| Have Your Cake Inc | \$850K    | 2          |
| Complaints KPI     |           | 88.7M      |


</Html>
</Content>
<Content Type="image/gif">
<Headline>
Pending Support Complaints for Top Customers in Eastern Region
</Headline>
<Image>

</Image>
</Content>
<Content Type="music/midi">
<Midi>

</Midi>
</Content>
</Article>

```

FIG. 14

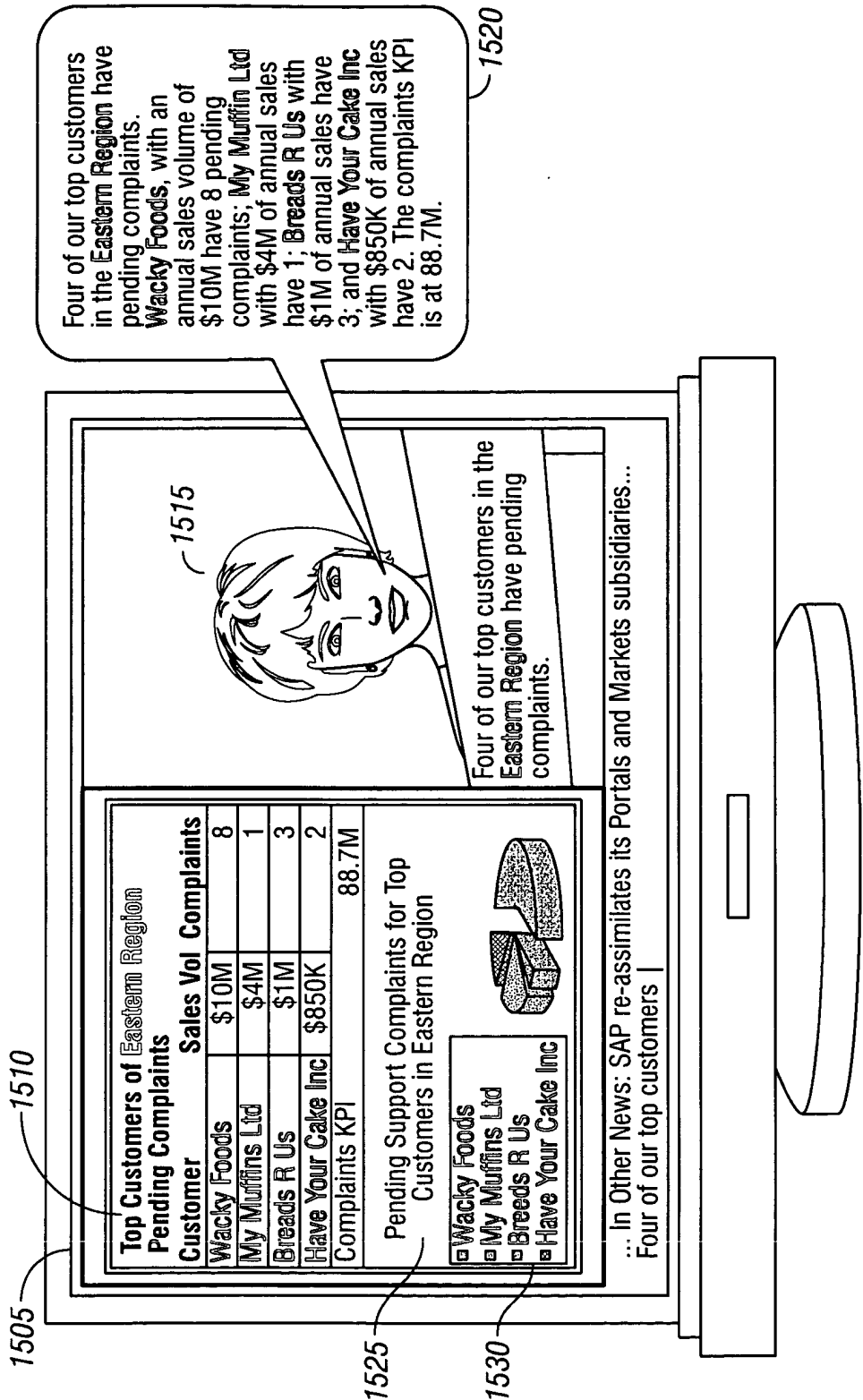


FIG. 15

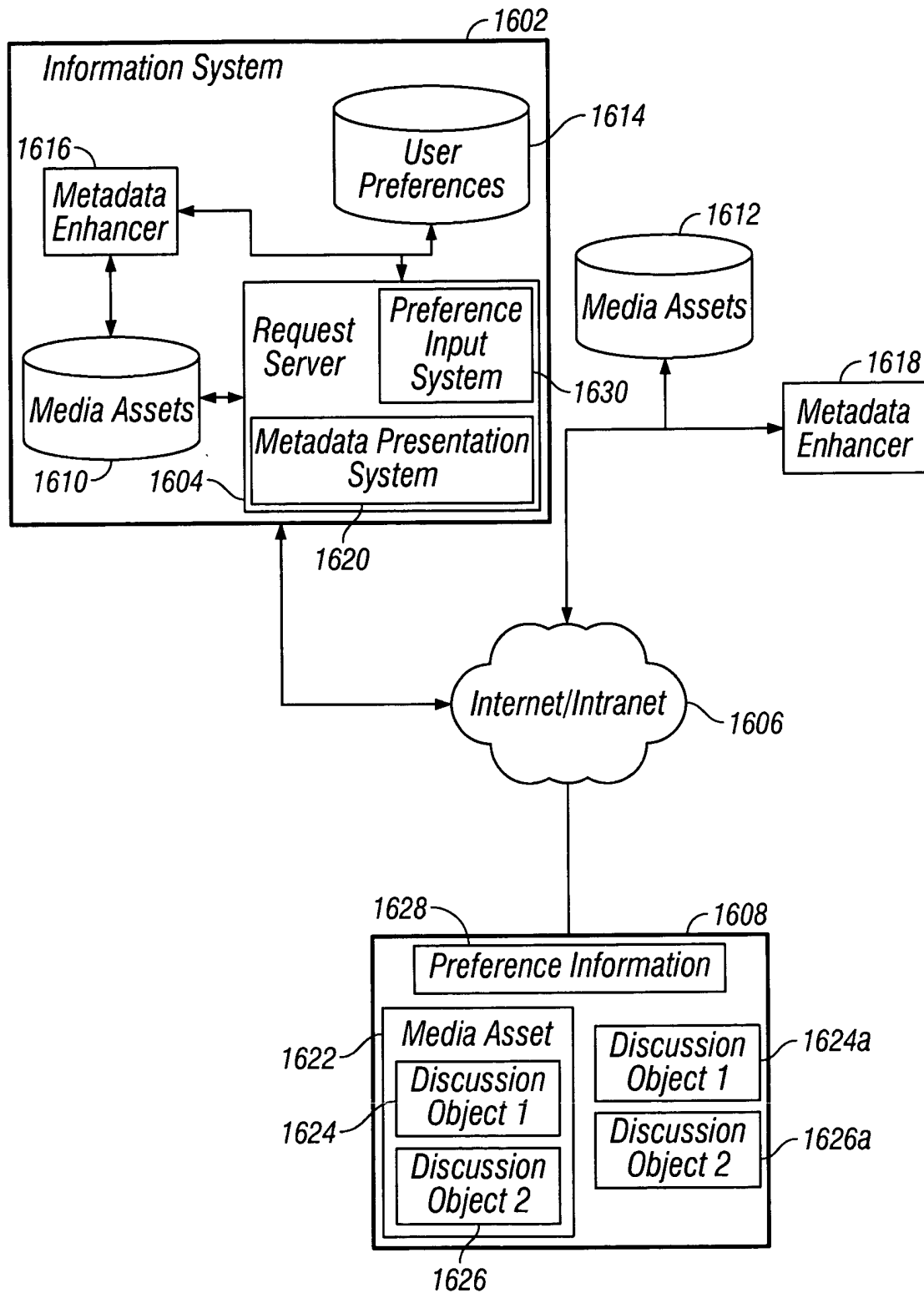


FIG. 16

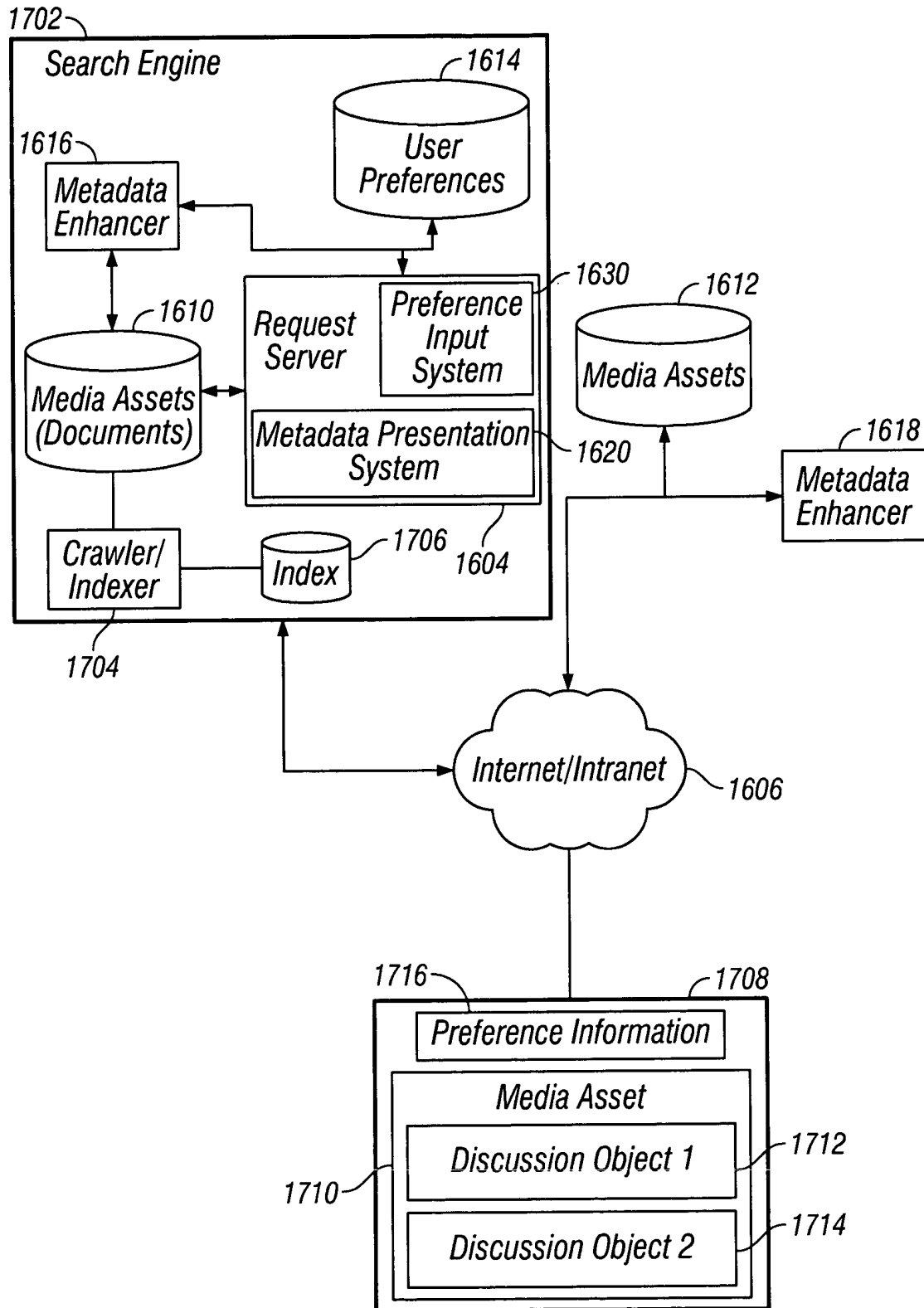


FIG. 17

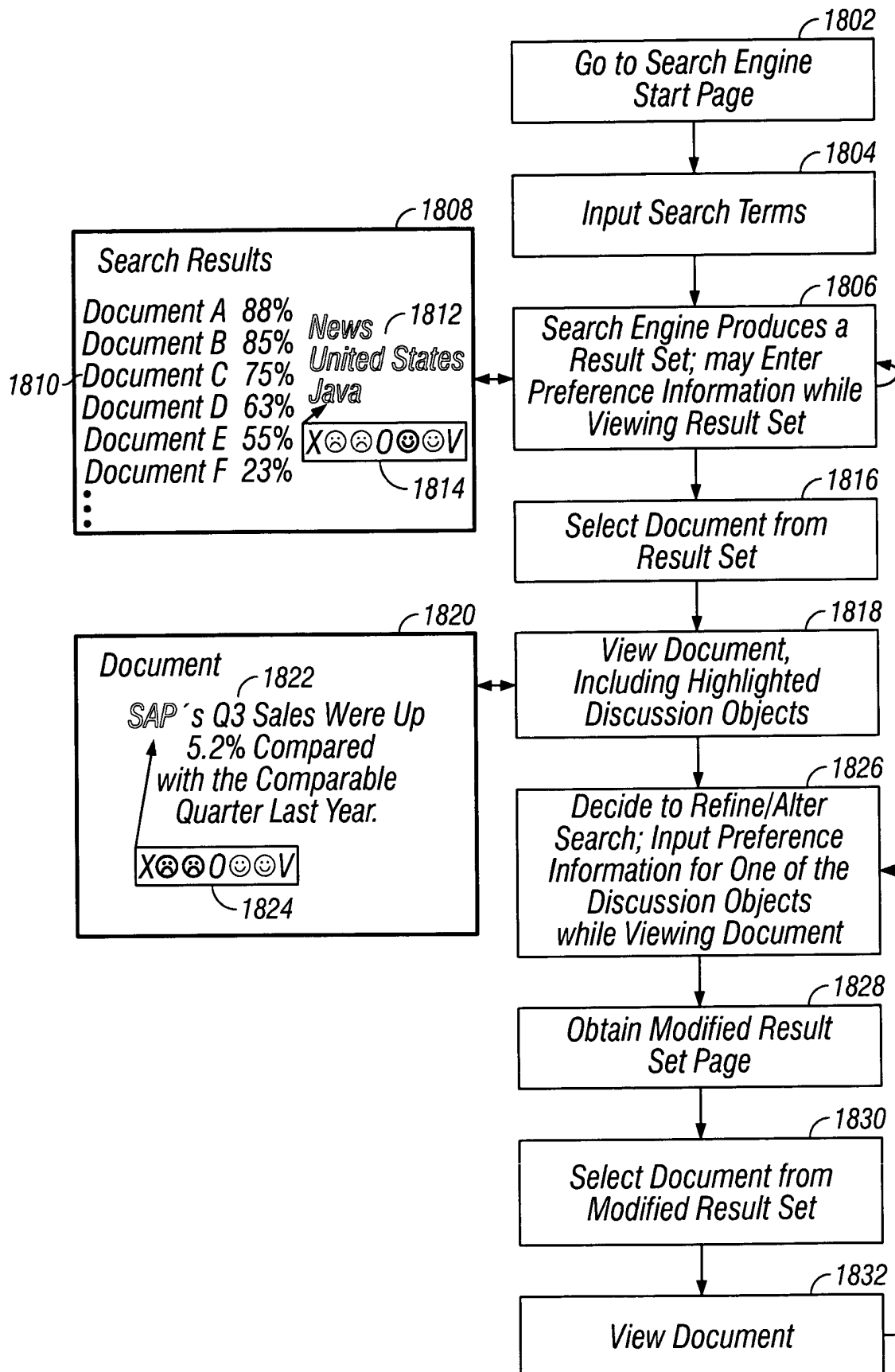


FIG. 18

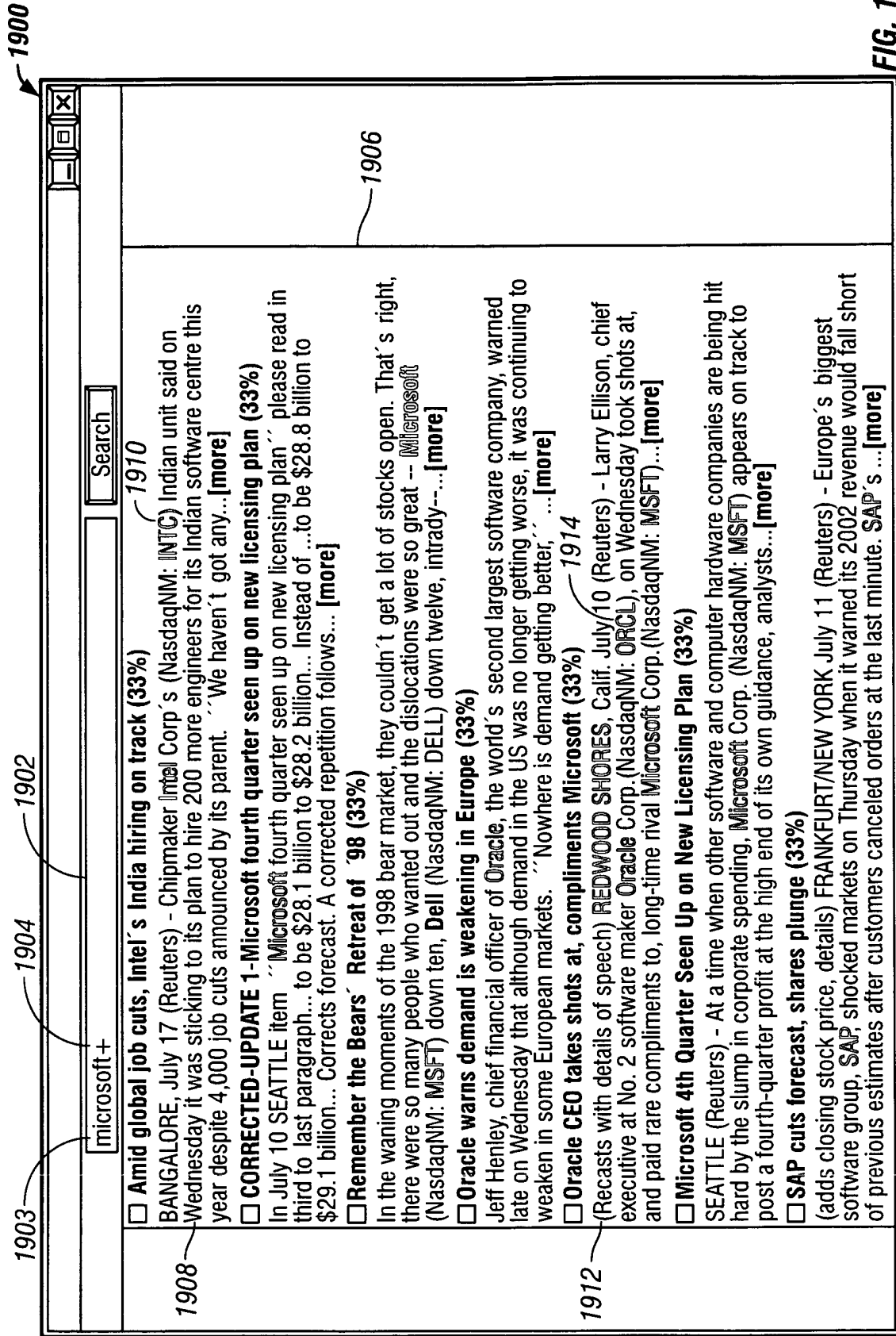


FIG. 19

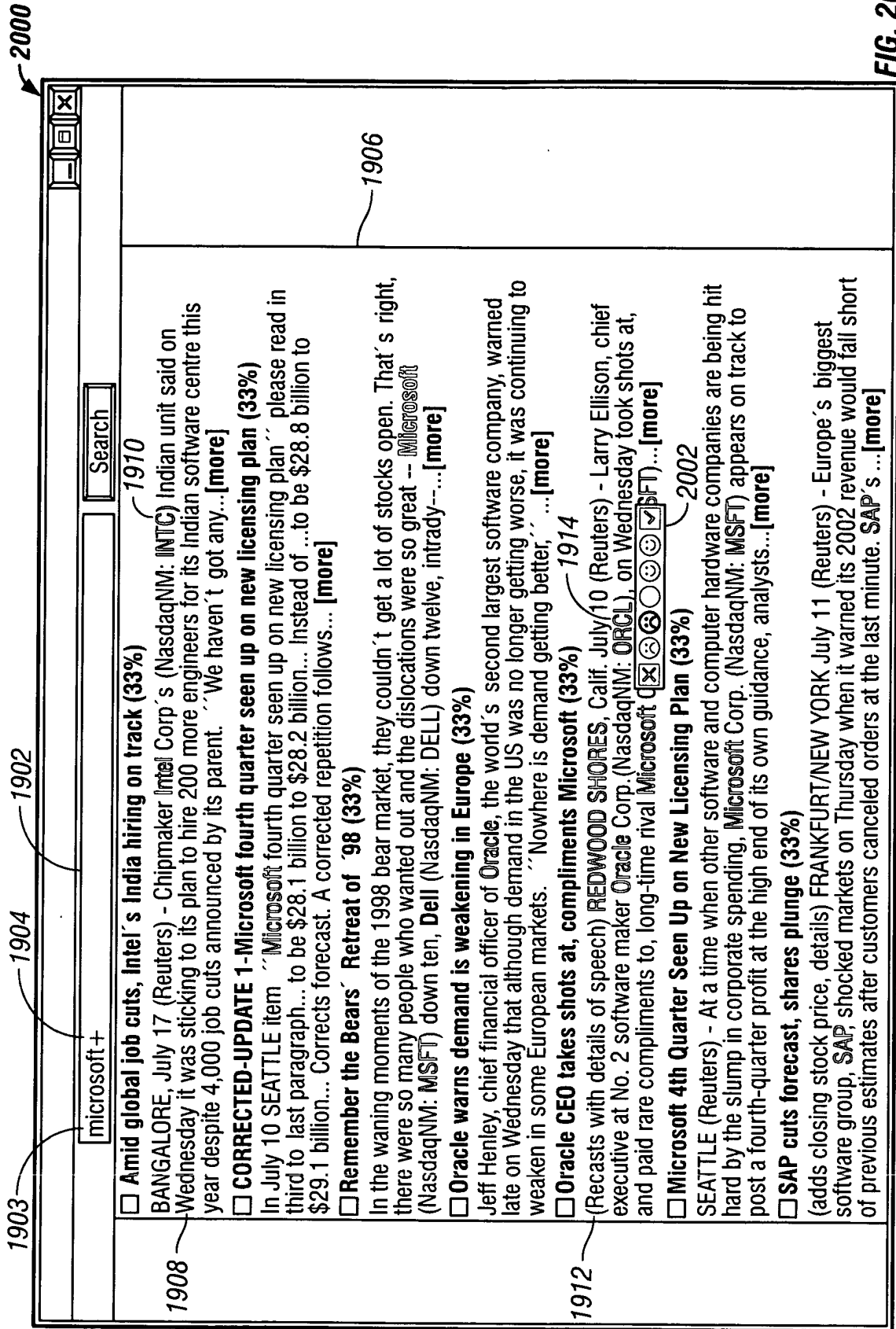
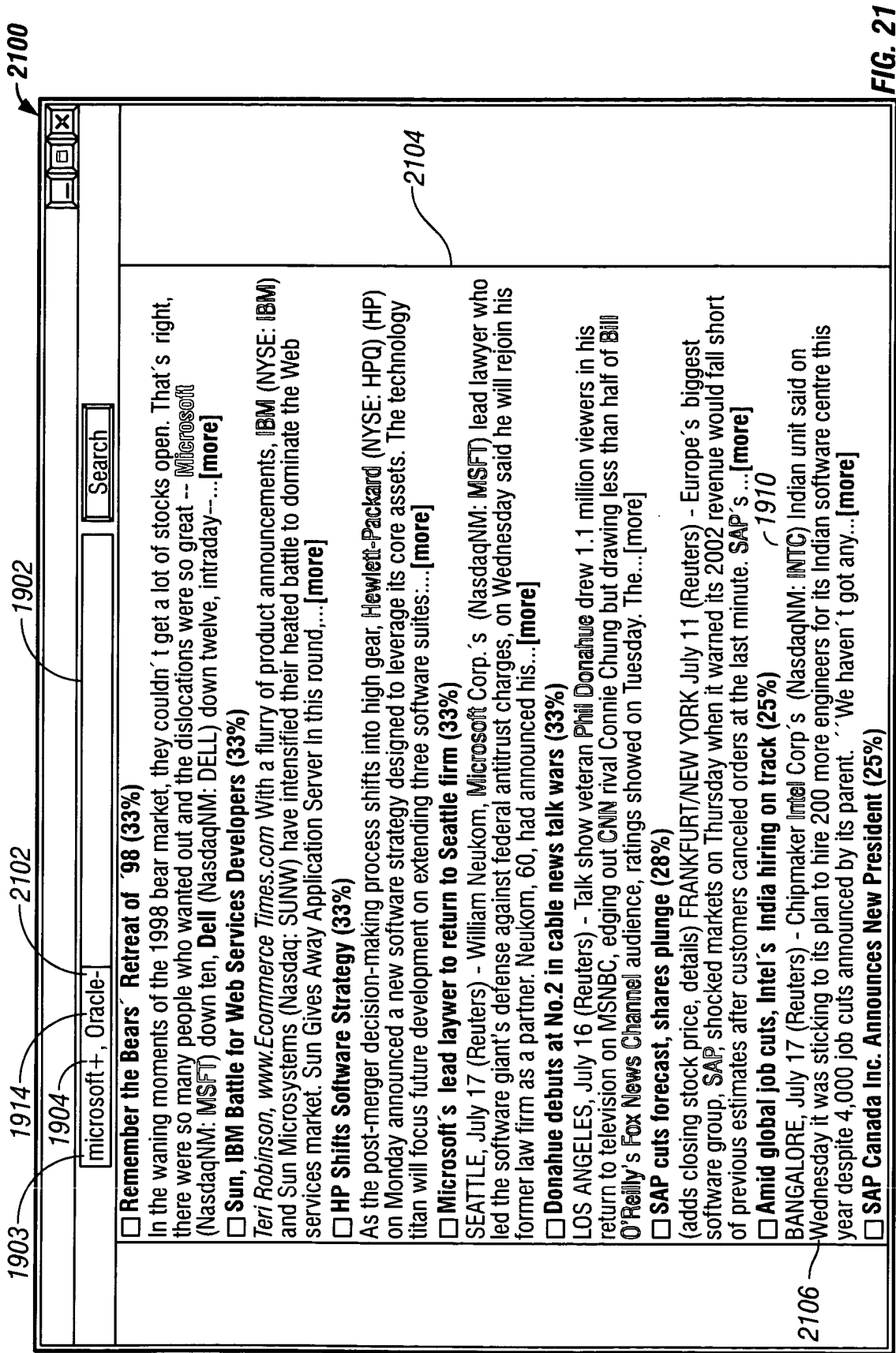


FIG. 20



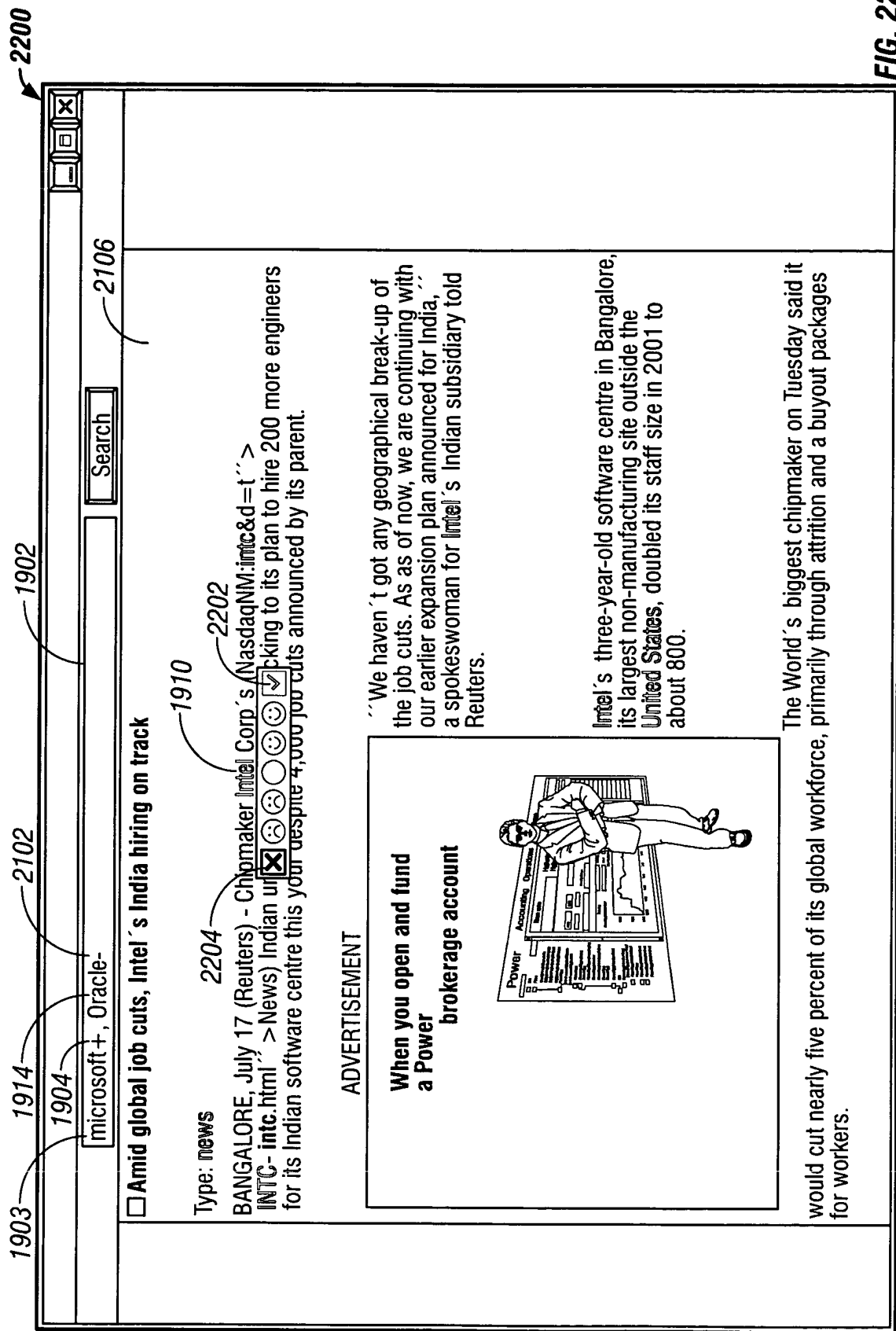
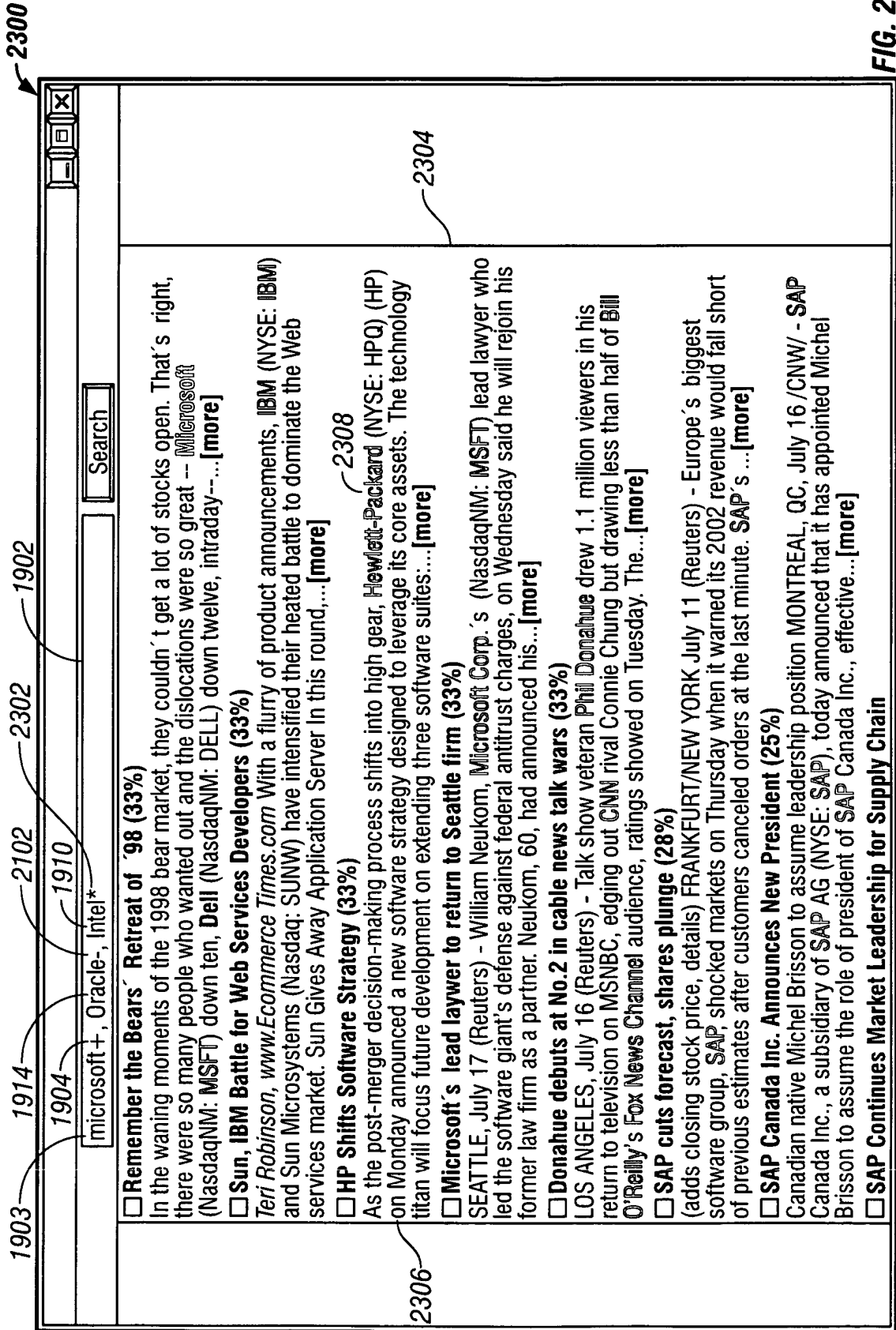


FIG. 22



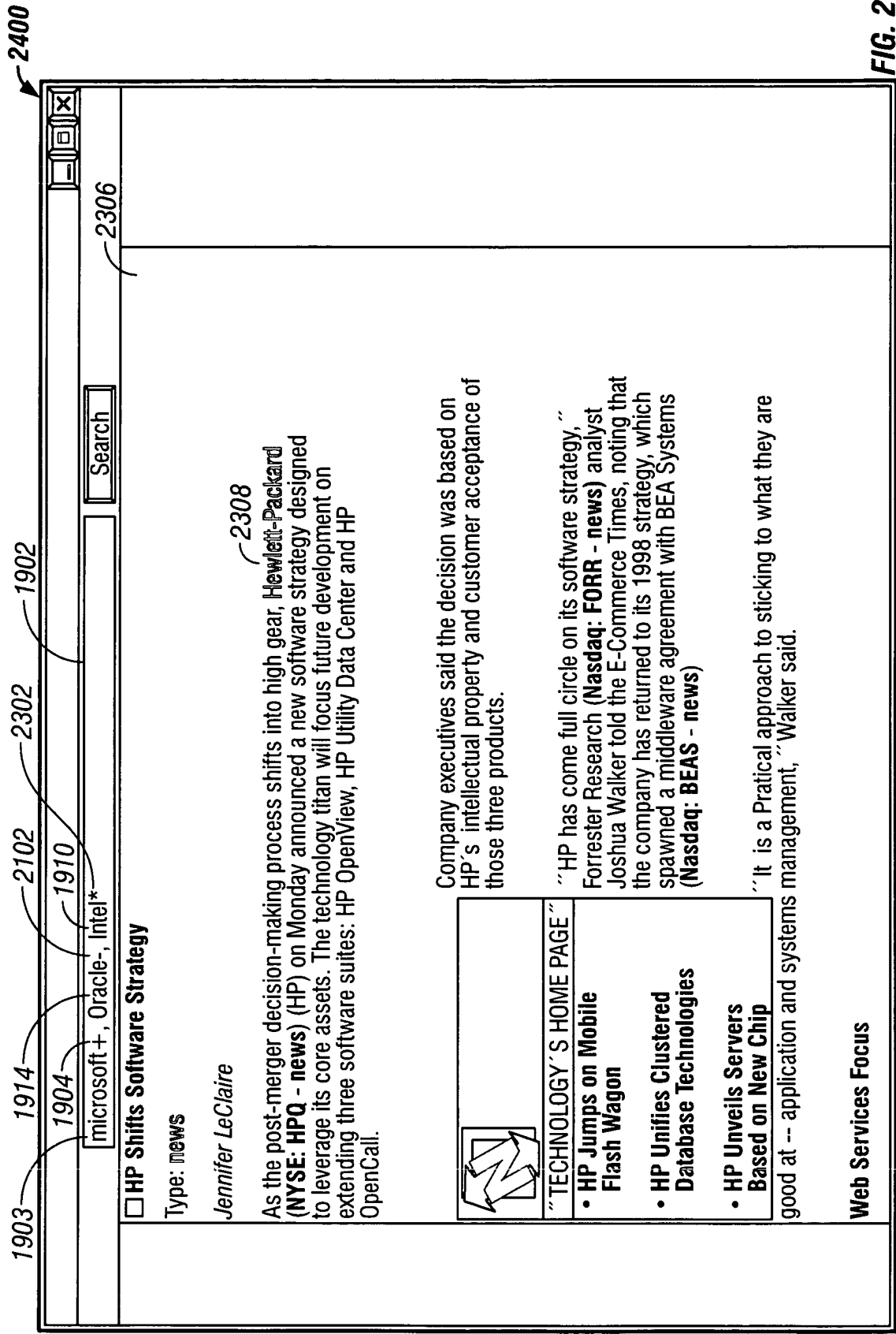
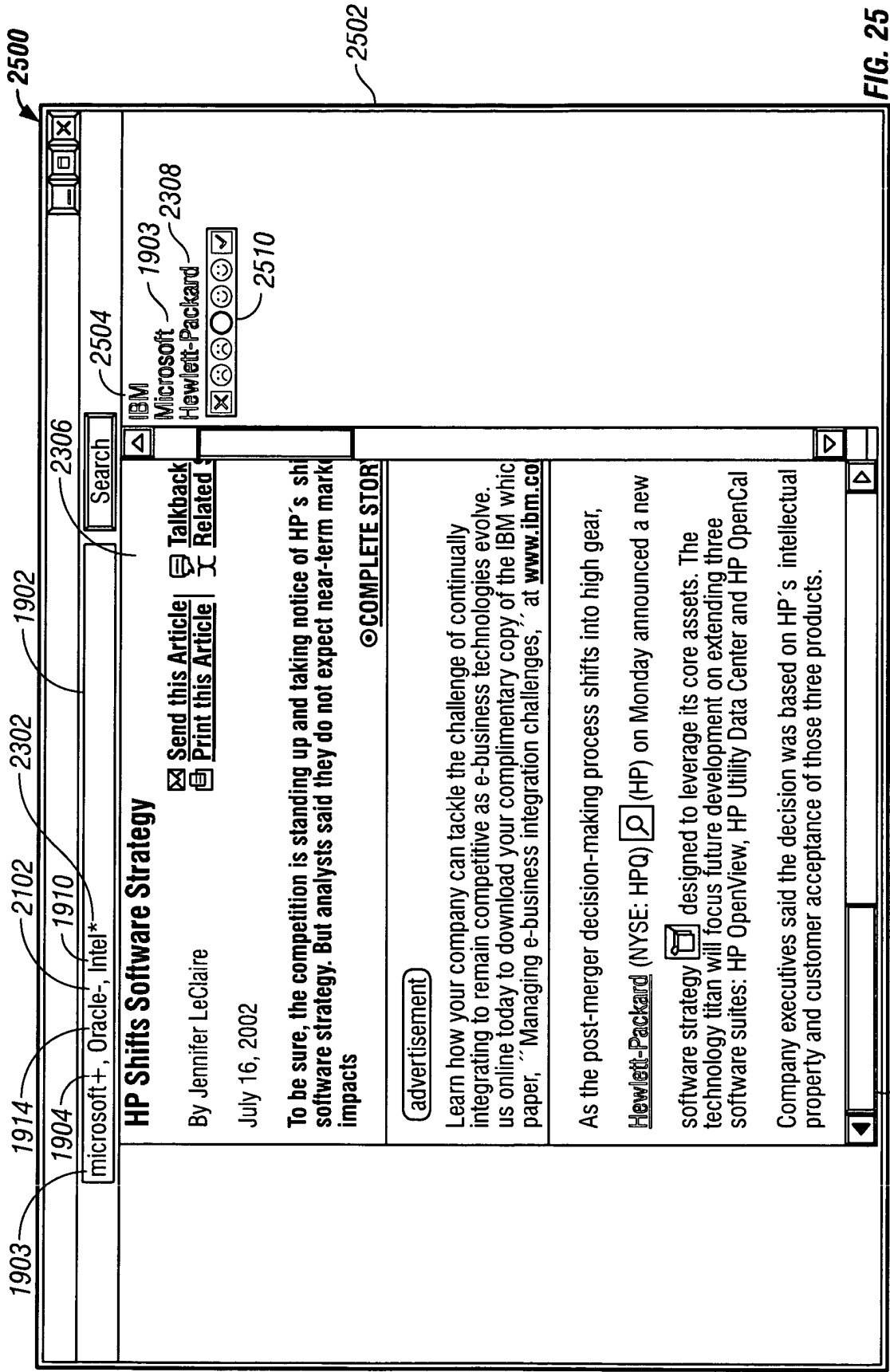


FIG. 24



2600 →

Never Tell me about SAP Tell me Everything about SAP		2602
SAP is Important to me SAP is not Important to me		
Postpone Articles about SAP	⌂	2604
Advanced...		
		Tomorrow Tue Wed Thu Fri
		1 Week 2 Weeks 1 Month 1 Quarter

FIG. 26

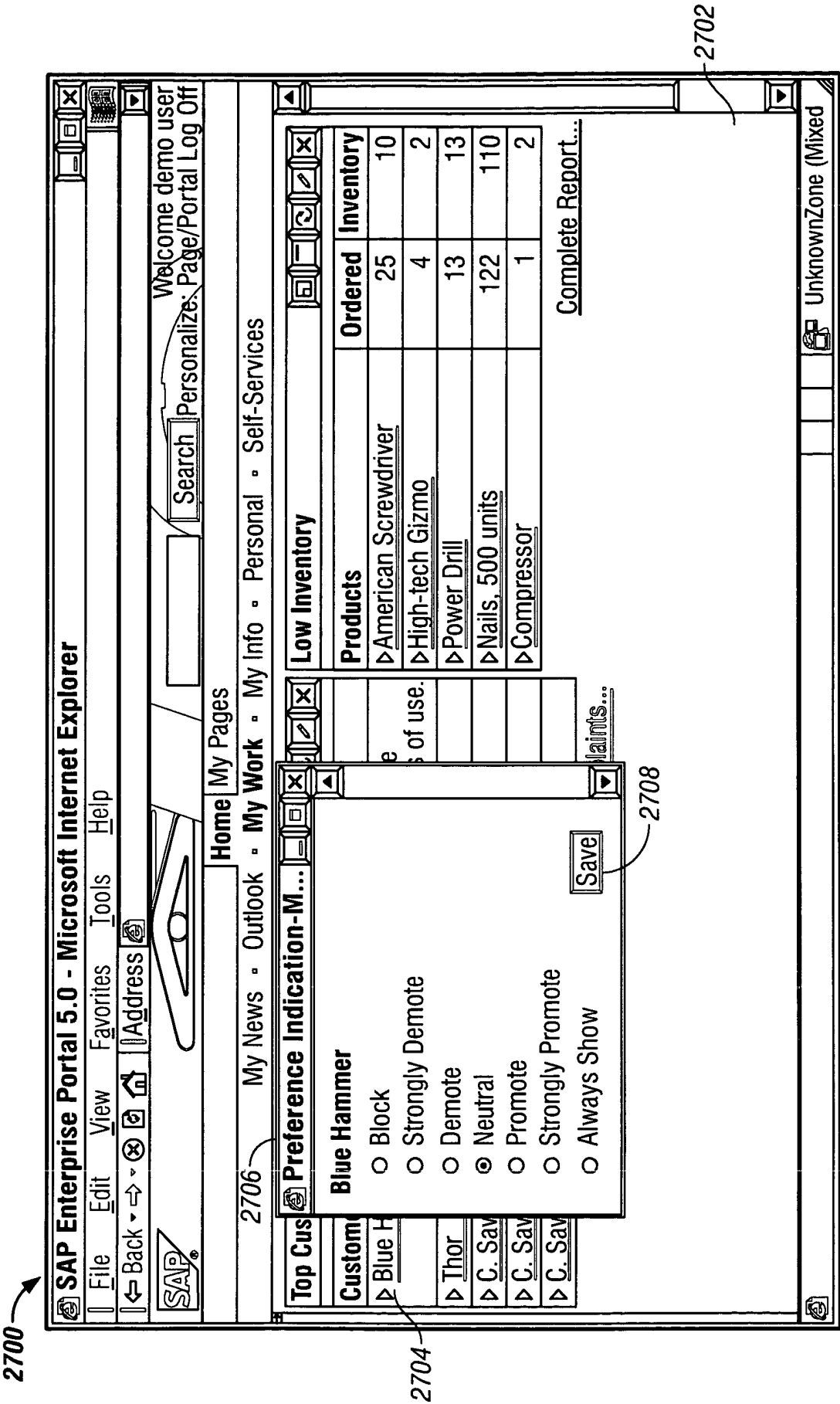


FIG. 27

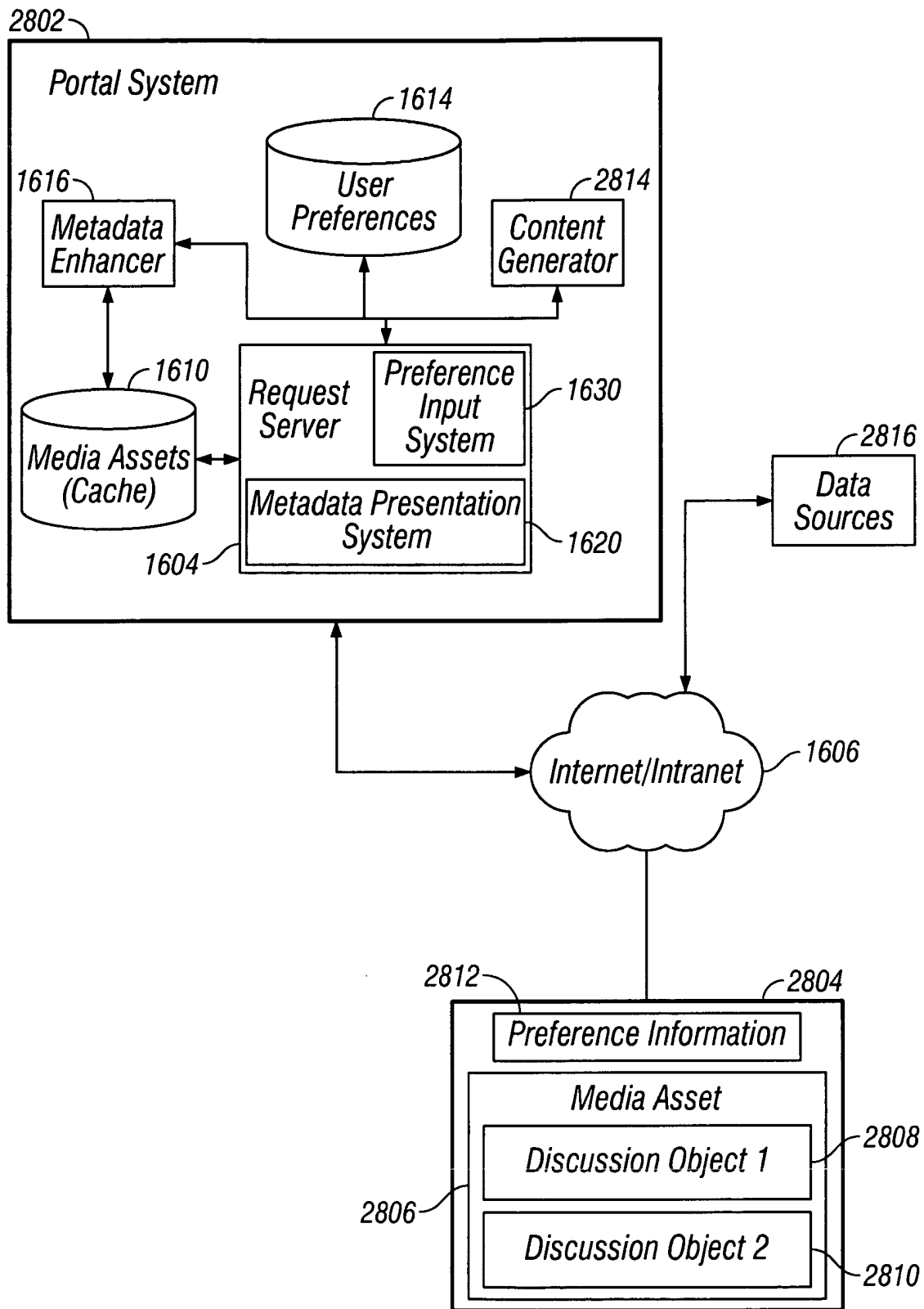
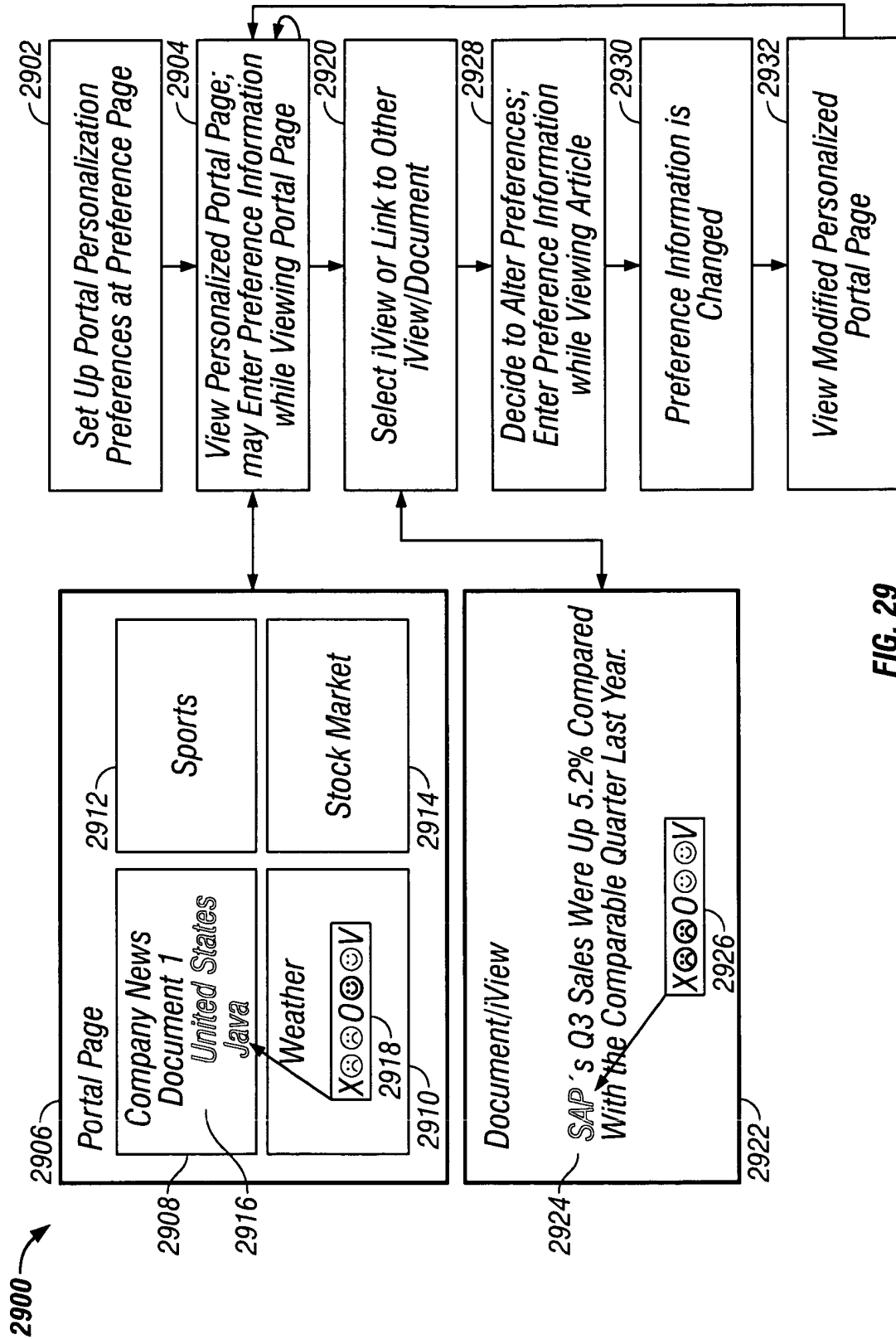


FIG. 28



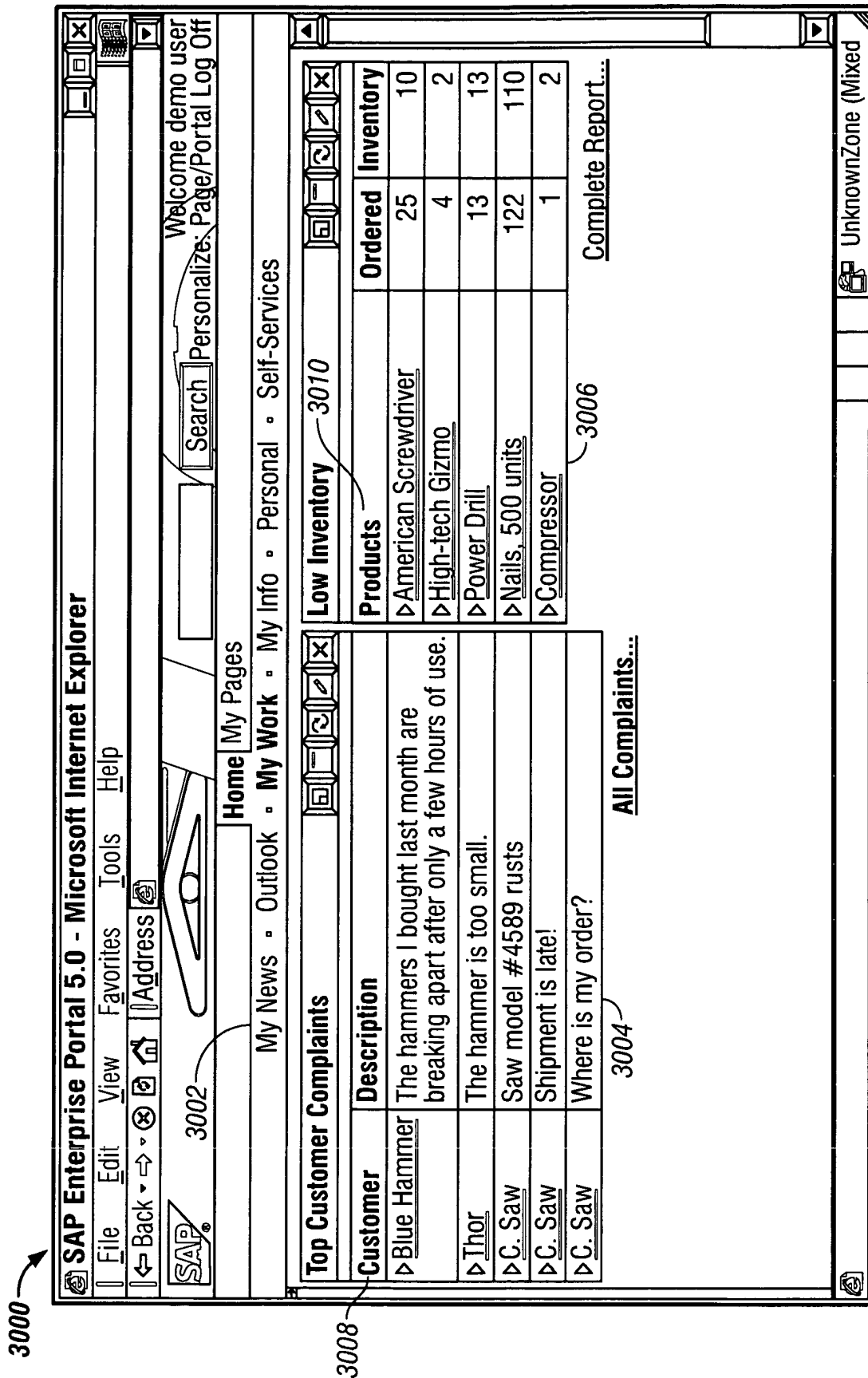


FIG. 30

3100

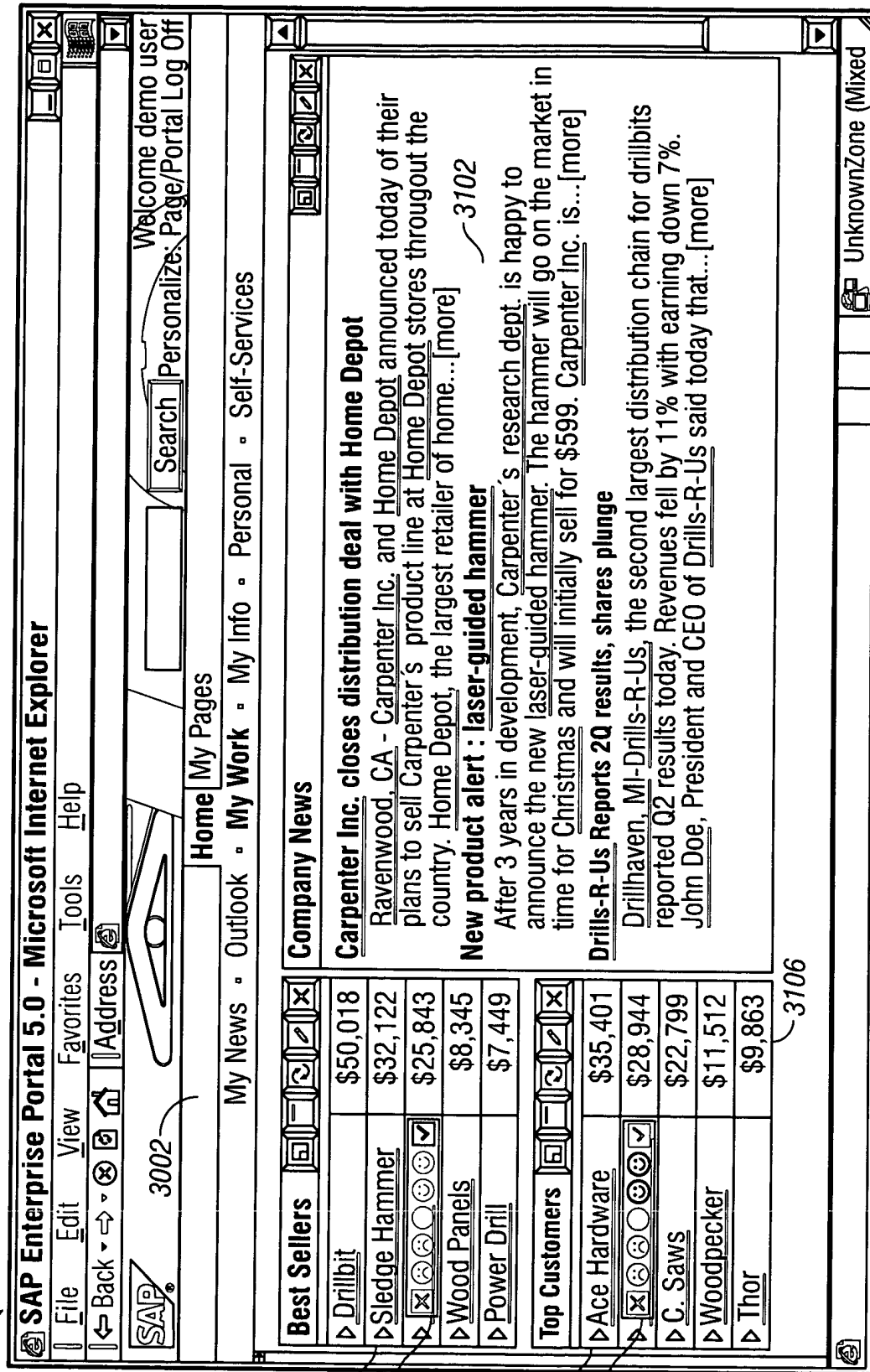


FIG. 31

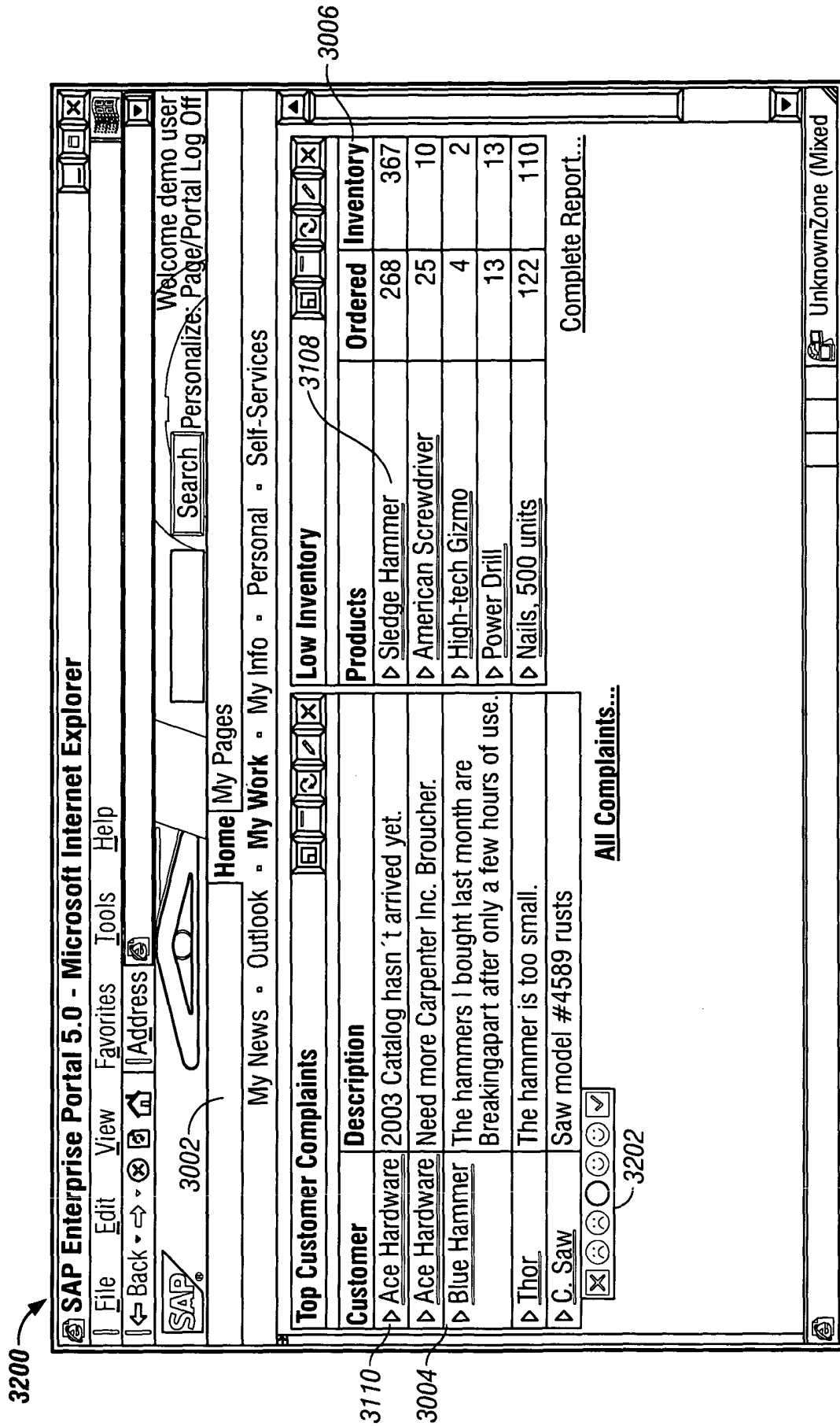


FIG. 32

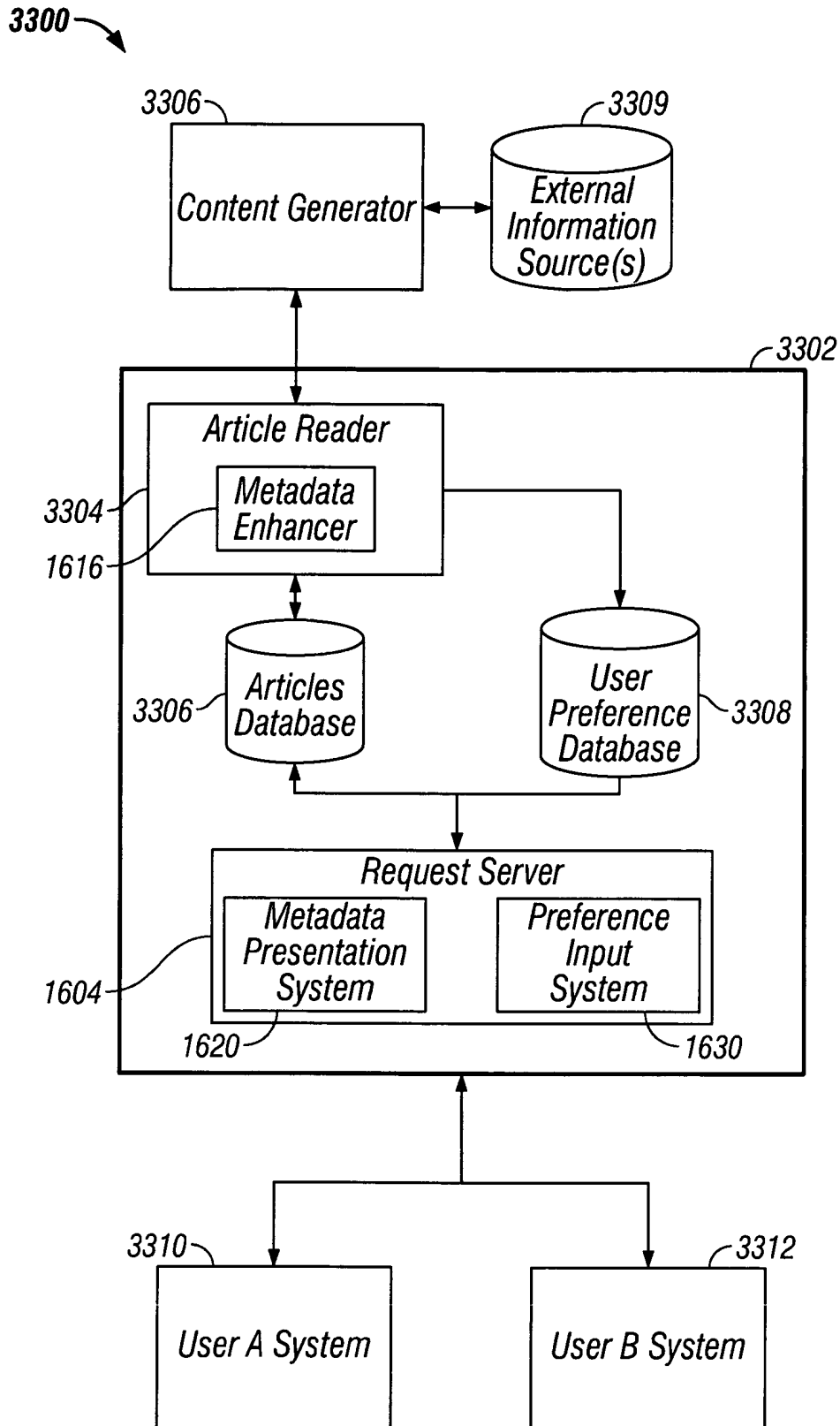


FIG. 33

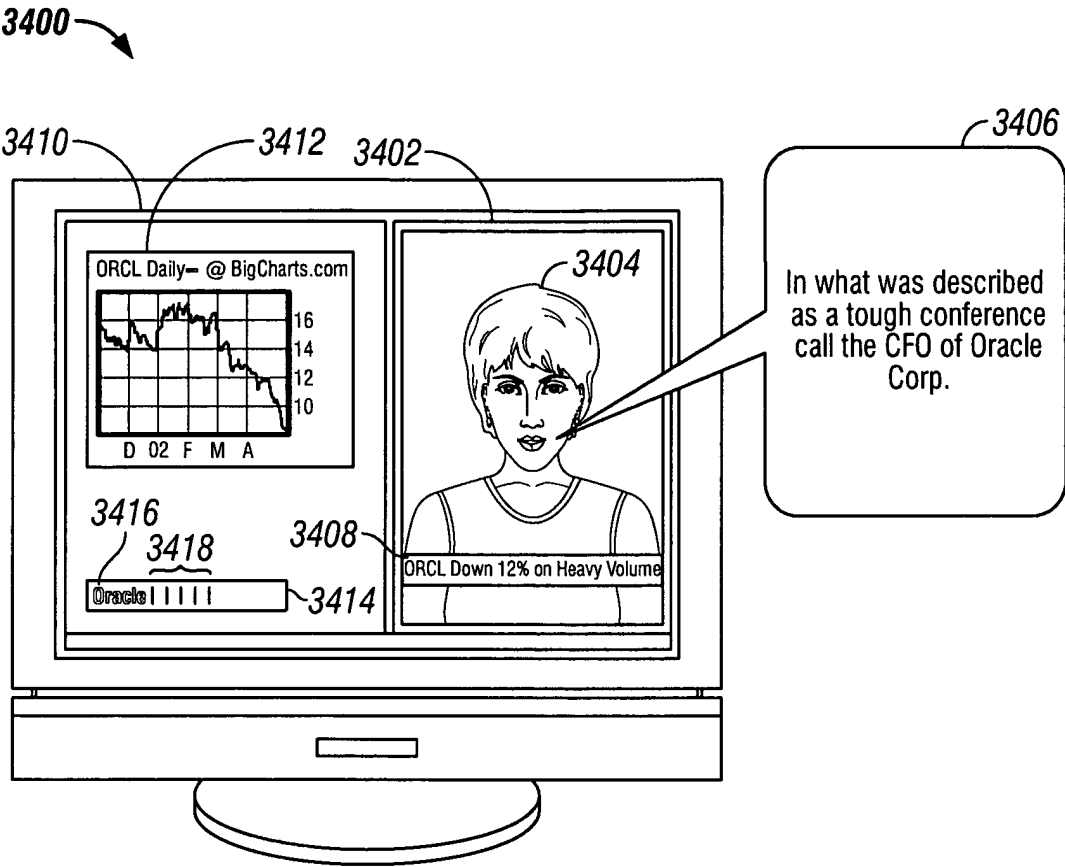
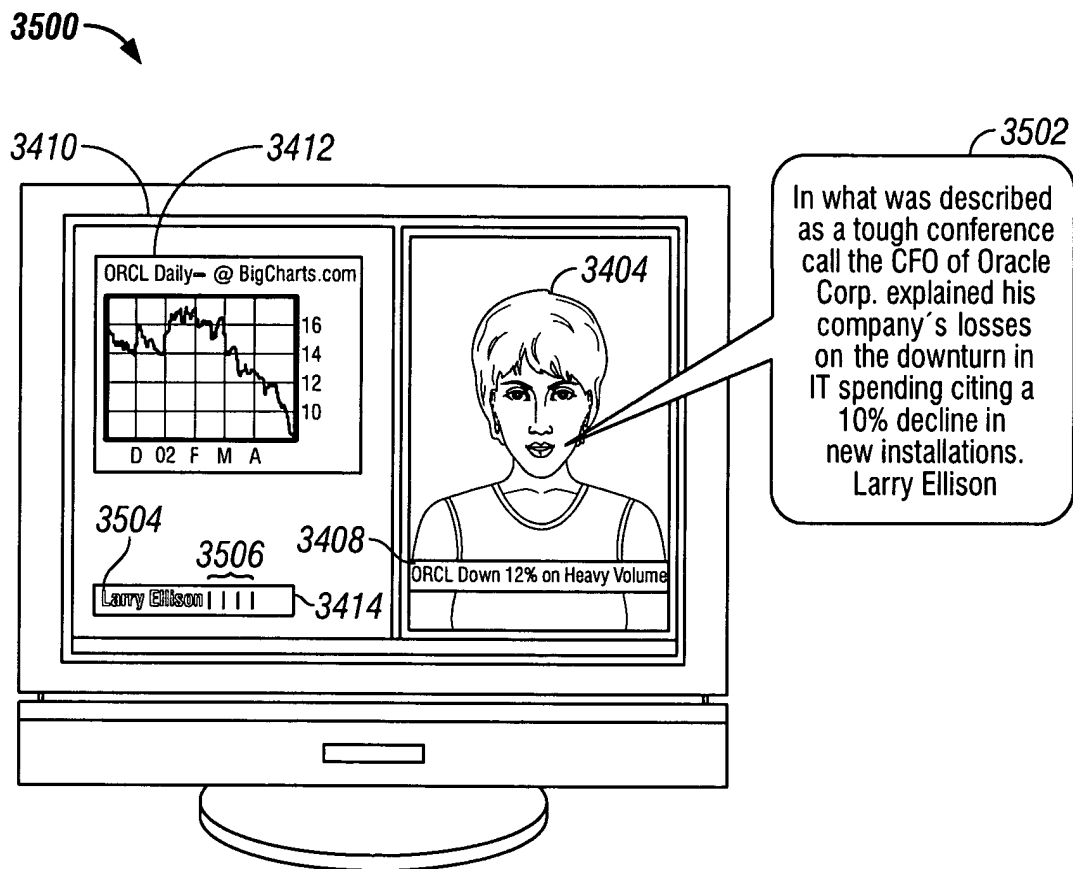


FIG. 34

**FIG. 35**

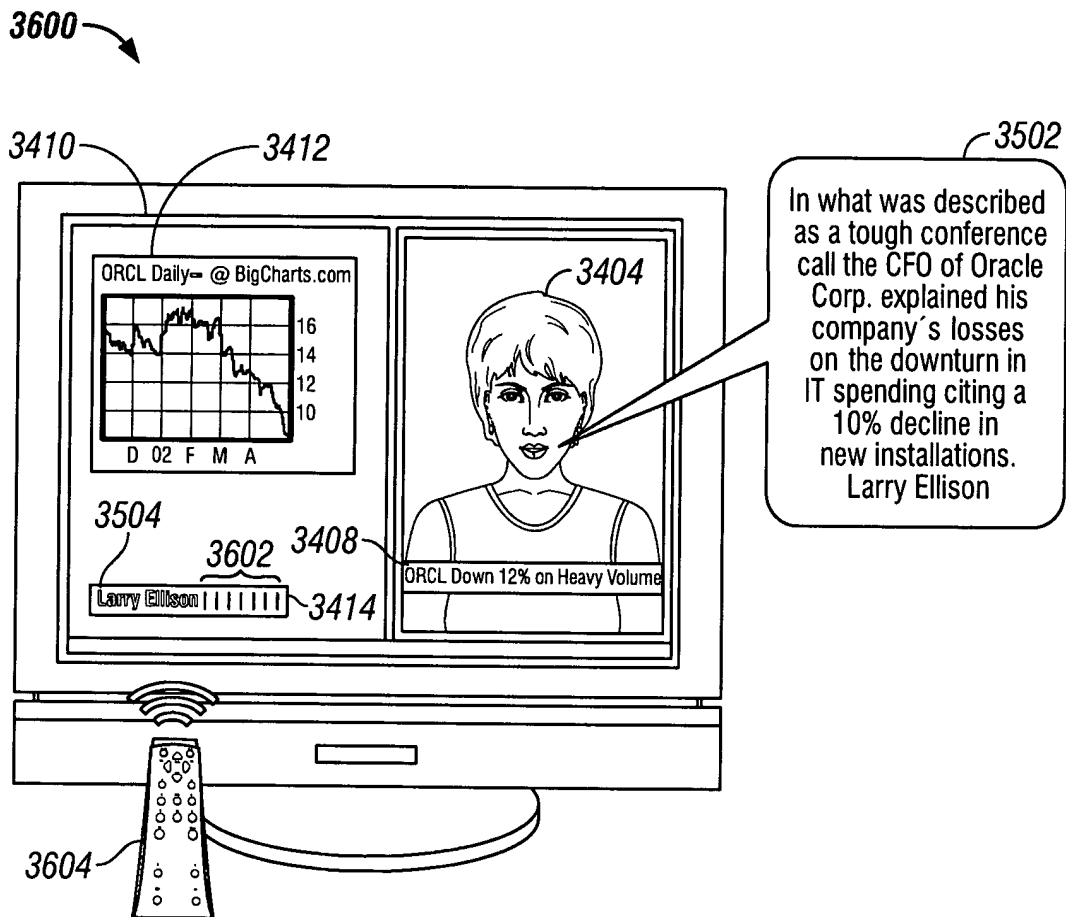


FIG. 36

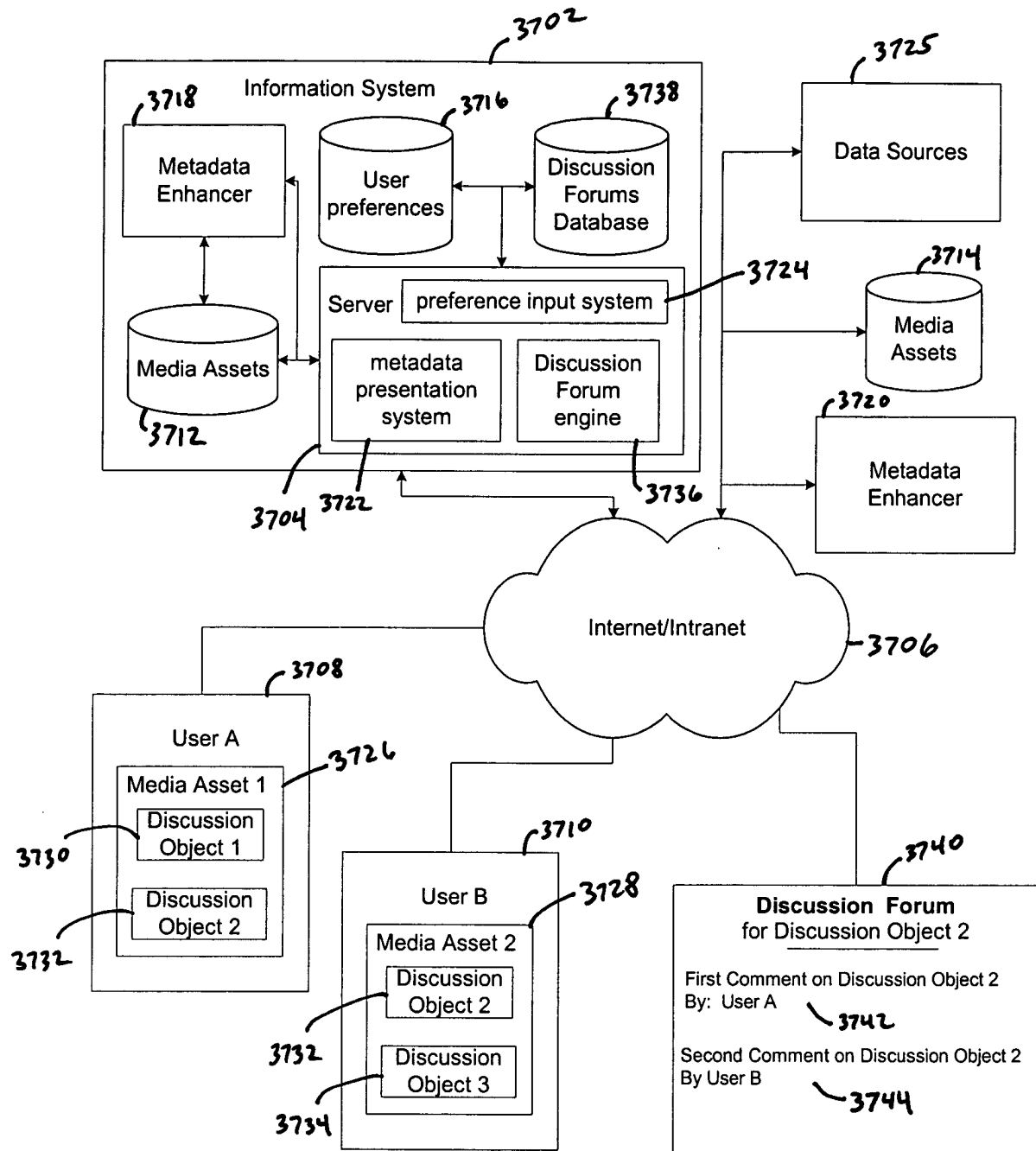


FIG. 37

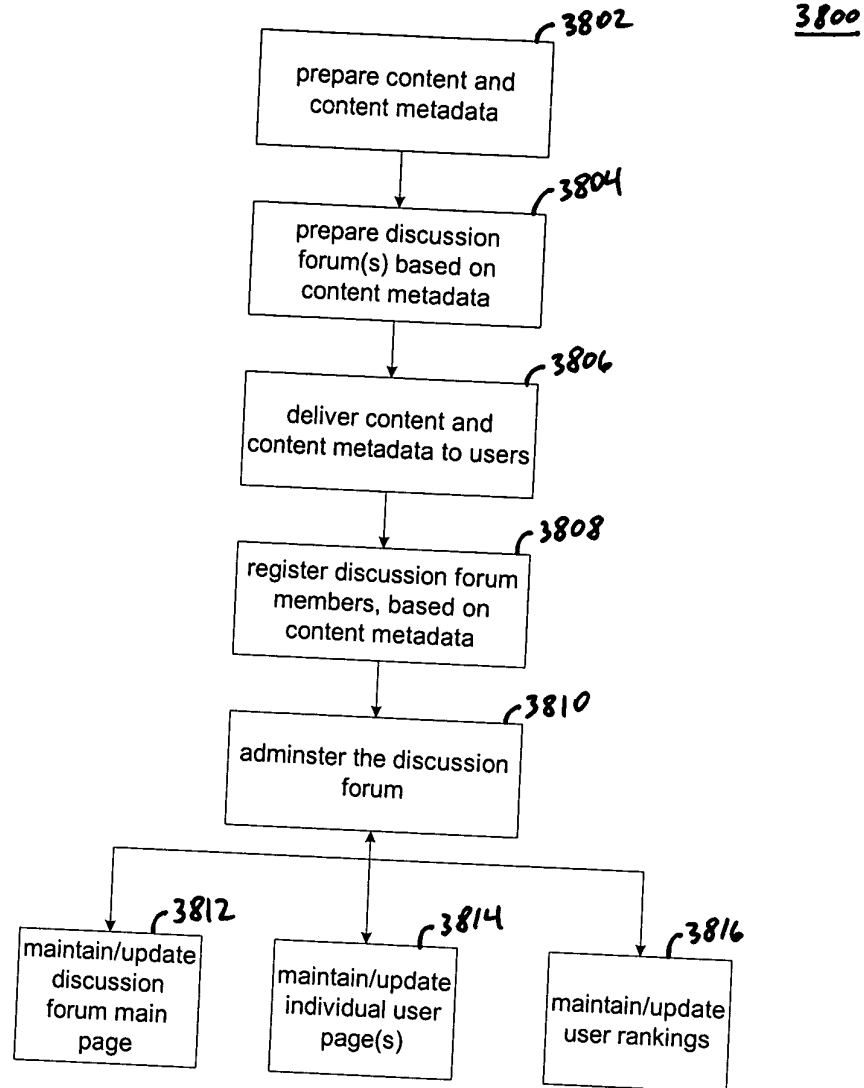


FIG. 38

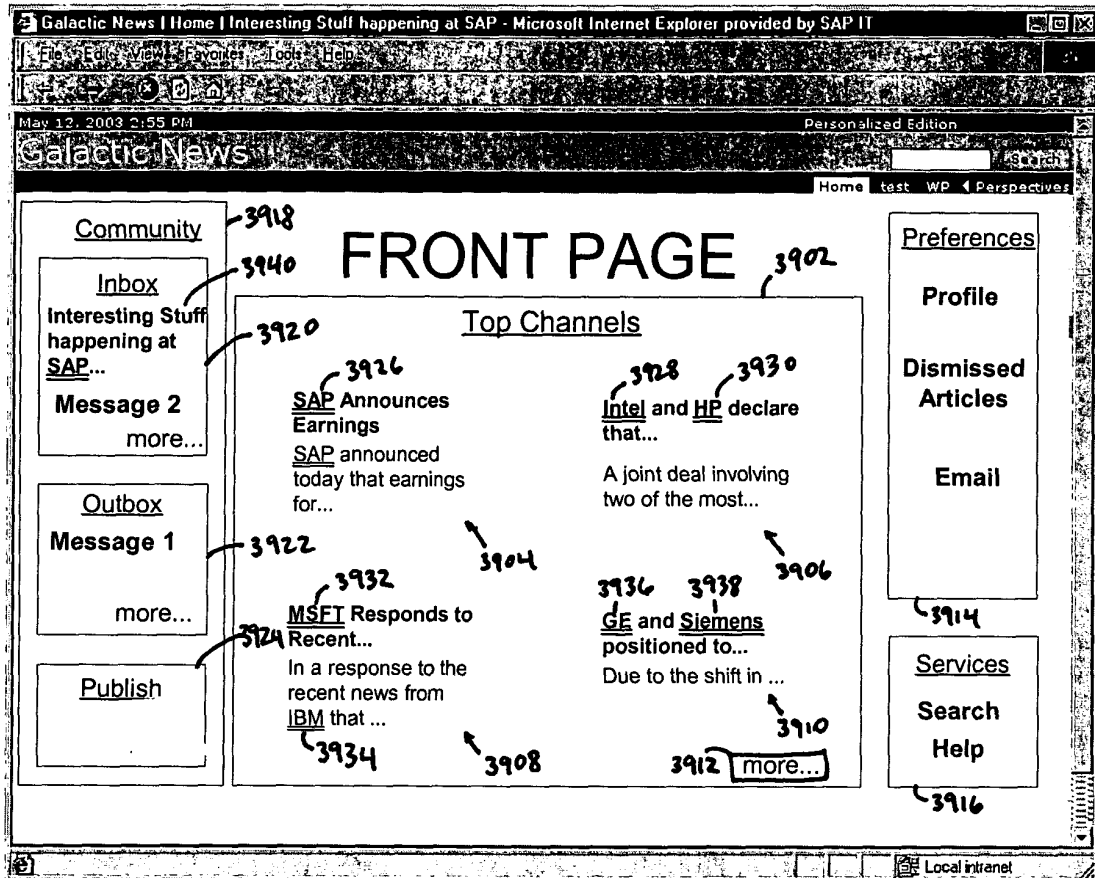
3900

FIG. 39

4000

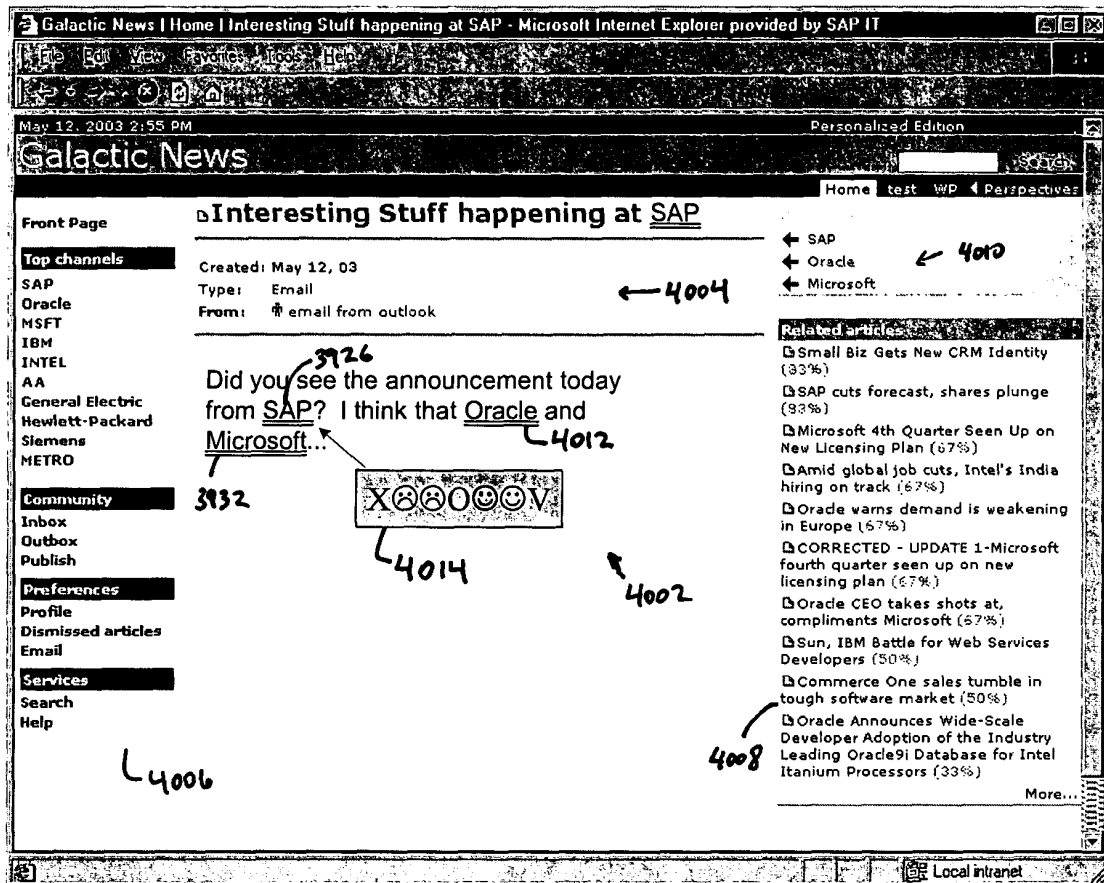


FIG. 40

4100

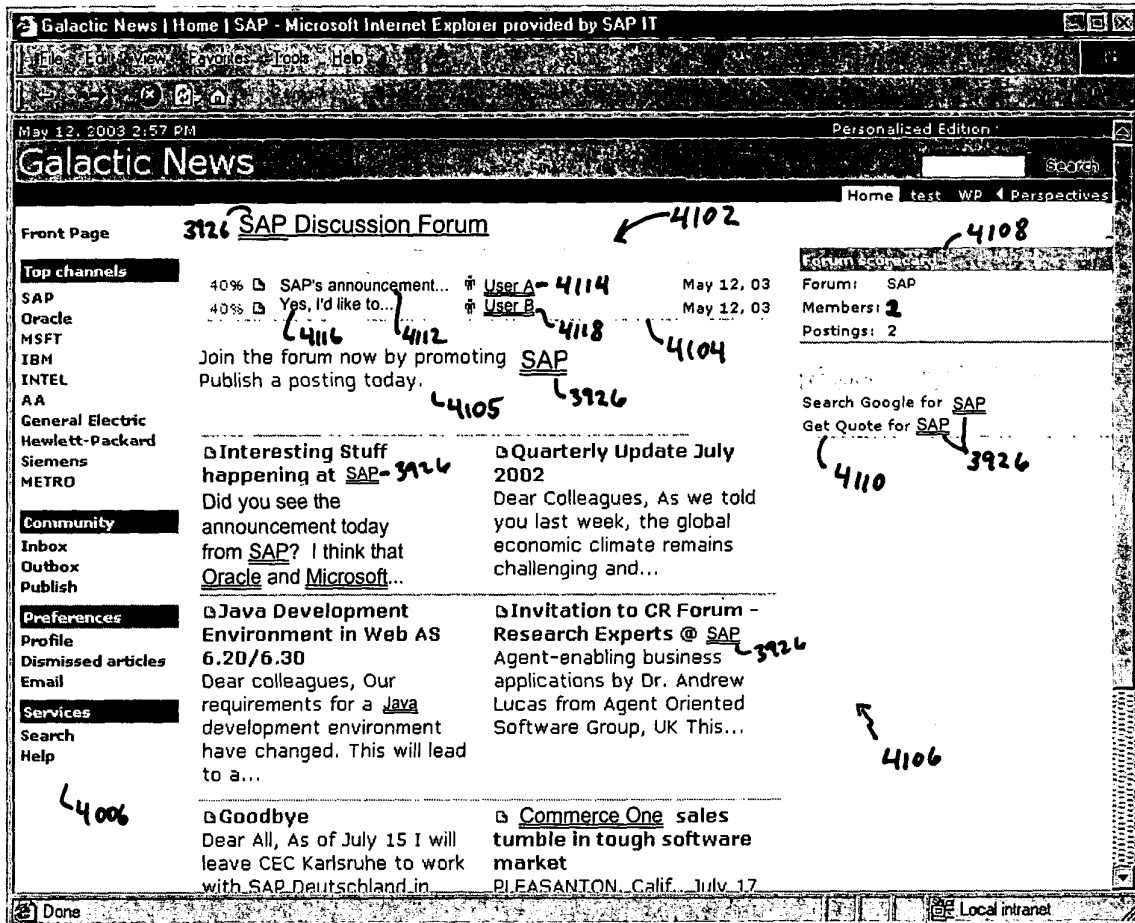


FIG. 41

4200

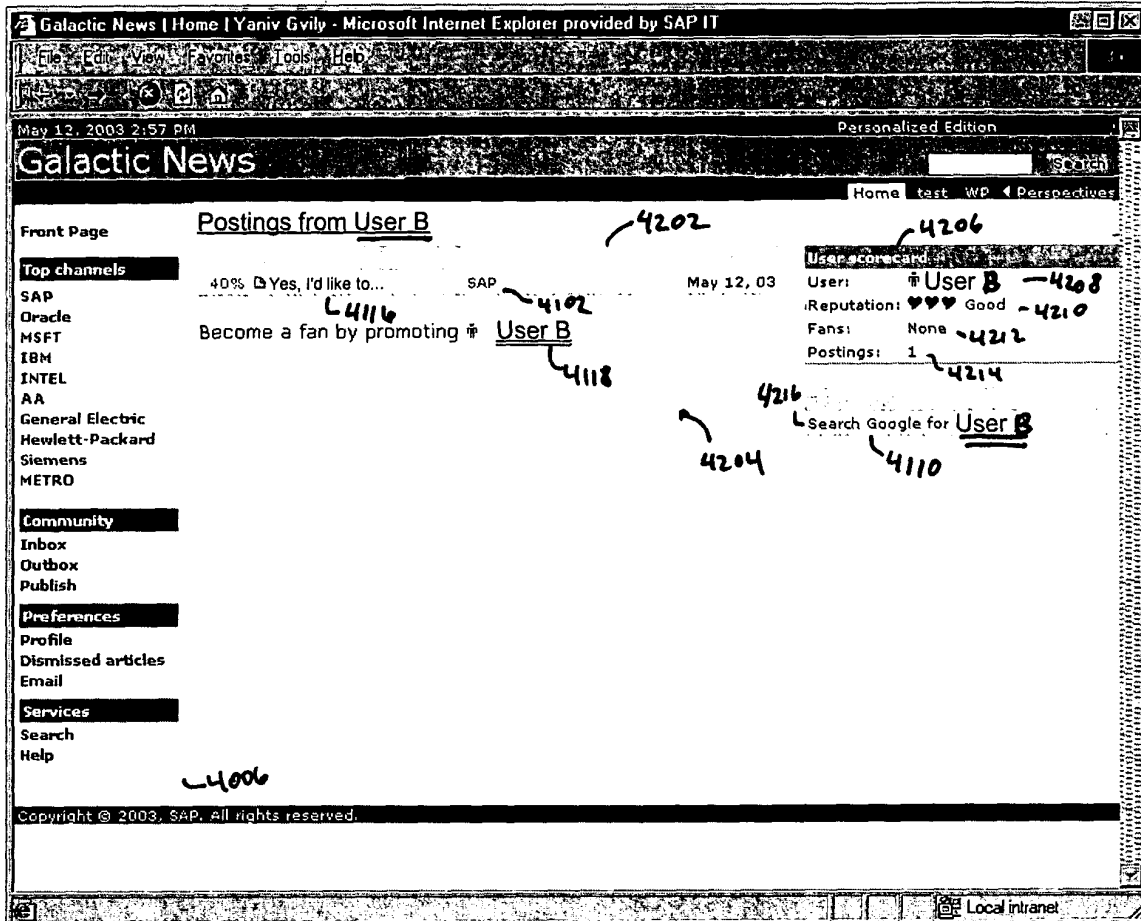


FIG. 42

4300

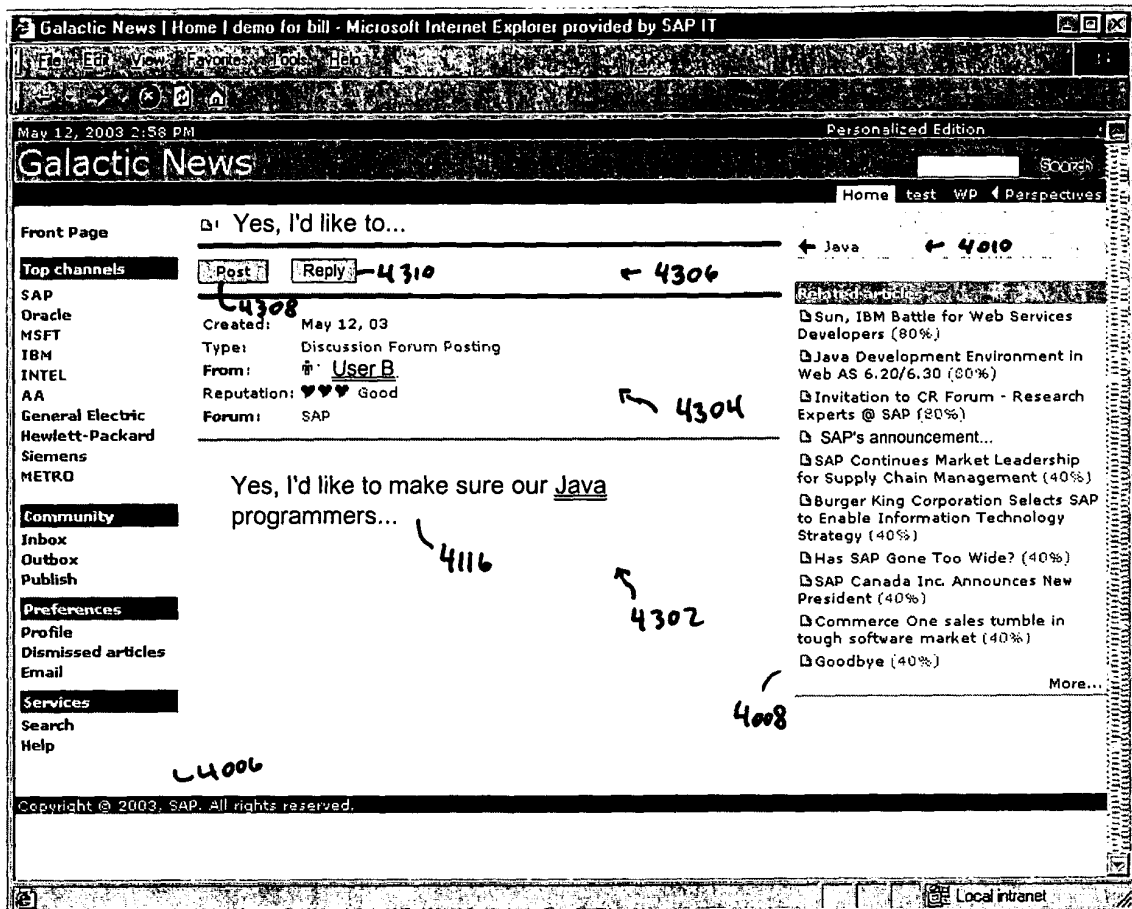


FIG. 43

4400

Galactic News | Home | Publish - Microsoft Internet Explorer provided by SAP IT

May 12, 2003 3:59 PM Personalized Edition

Galactic News

Home test WP Perspectives

Front Page

Top channels

- SAP
- Oracle
- MSFT
- IBM
- INTEL
- AA
- General Electric
- Hewlett-Packard
- Siemens
- METRO

Community

- Inbox
- Outbox
- Publish

Preferences

- Profile
- Dismissed articles
- Email

Services

- Search
- Help

Publish: SAP Discussion Forum

From: User A — 4114

To: SAP Discussion Forum

Title: RE Yes, I'd like to...

Reputation: ♥♥♥ Good

Fans: None

Here is my feedback about your post regarding...

☒ Attach reference to Yes, I'd like to... 4408

4410

4404 4406 4402 4406

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Done Local intranet

FIG. 44

4500

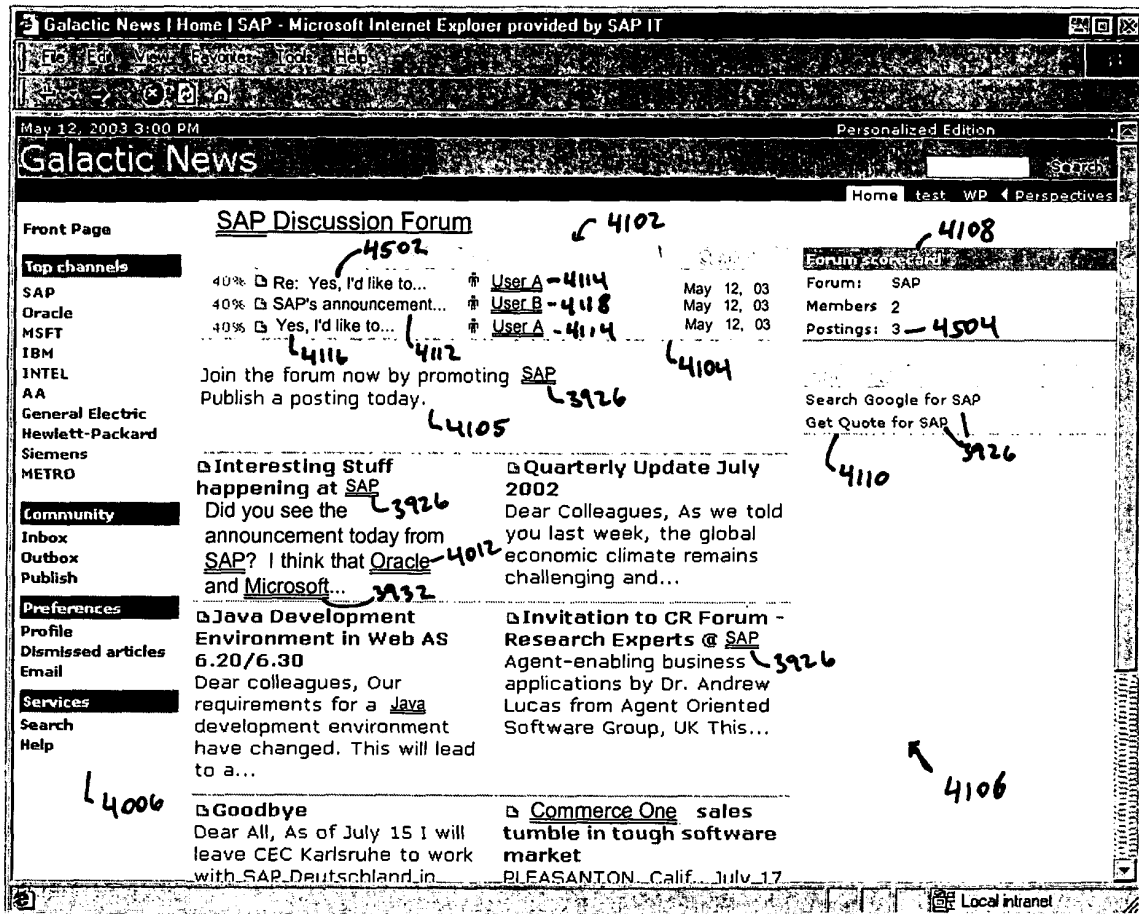


FIG. 45